

PONCE DE LEON Docket: 1377998 - 65728

Item	Document	Date Posted
1.	Request/approval to study for discontinuance	08/04/2011
2.	Notice (if appropriate) to Headquarters of suspension	08/09/2011
3.	Notice (if appropriate) to customers/district personnel of suspension	08/09/2011
4.	Highway map with community highlighted	08/09/2011
5.	Inspection Service/local law enforcement vandalism reports	08/09/2011
6.	Form 4920, Post Office Fact Sheet	08/09/2011
7.	NEPA Worksheet	08/09/2011
8.	Financial Workbook	08/31/2011
9.	Reccomendation and Service Replacement Type	08/31/2011
10.	PM Letter Instructions Cover letter, questionnaire, and enclosures	08/23/2011
11.	Community meeting roster	08/23/2011
12.	Community meeting letter	08/23/2011
13.	Proposal checklist	08/25/2011
14.	District notification to Government Affairs	08/23/2011
15.	Instructions to postmaster/OIC to post proposal	08/30/2011
16.	Invitation for comments exhibit	08/30/2011
17.	Proposal exhibit	08/31/2011
18.	Comment form exhibit	08/30/2011
19.	Instructions for postmaster/OIC to remove proposal	09/02/2011
20.	Returned customer questionnaires and Postal Service response letters	11/08/2011
21.	Analysis of questionnaires	11/08/2011
22.	Community meeting analysis	08/31/2011
23.	Round-date stamped proposals and invitations for comments from affected offices	11/04/2011
24.	Notification of taking proposal and comments under internal consideration	10/26/2011
25.	Proposal comments and Postal Service response letters	11/08/2011
26.	Proposal Analysis of comments	11/08/2011
27.	Petition and Postal Service response letter (if appropriate)	11/08/2011
28.	Congressional inquiry and Postal Service response letter (if appropriate)	11/08/2011
29.	Log of Post Office discontinuance actions	11/08/2011
30.	Certification of record	11/09/2011
31.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales	12/08/2011
32.	Headquarters' acknowledgment of receipt of record	12/09/2011
33.	Vice president, Delivery and Retail, instruction letter	12/11/2011
34.	Instruction letter to postmaster/OIC on posting	12/15/2011
35.	Final determination from Headquarters	12/11/2011
36.	Round-date stamped final determination cover sheets	
37.	Postal Bulletin Post Office Change Announcement	



08/04/2011

MARK MARTINEZ  
DISTRICT MANAGER  
MID-AMERICA PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 7 congressional district.

Post Office Name: PONCE DE LEON  
Zip+4 Code: 65728-9998  
EAS Level: 53  
Finance Number: 286438  
County: STONE  
Proposed Admin Office: HIGHLANDVILLE ADMIN Miles Away: 5.6  
Near Office Name: HIGHLANDVILLE Near Miles Away: 5.6  
Number of Customers  
Post Office Box: 28  
Total Customers: 48  
ZIP Code Change: Yes ☐ NO ☒ ZIP Code  
Maintain Town Name: Yes ☒ NO ☐

The above office will become vacant when the postmaster was reassigned on 01/01/2012.

(Please check below the rational for this study. You can check more than one box.)

- |                                                                  |                                                                 |
|------------------------------------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> Emergency Suspension                    | <input checked="" type="checkbox"/> Office Workload             |
| <input checked="" type="checkbox"/> Insufficient Customer Demand | <input checked="" type="checkbox"/> Reasonable Alternate Access |
| <input type="checkbox"/> Special Circumstances                   |                                                                 |

RICK BELCHER  
Manager, Post Office Operations

Approval to Study for Discontinuance:

DISTRICT MANAGER  
MID-AMERICA PFC

08/04/2011

DATE

cc Area Manager, Public Affairs and Communication



Docket: 1377998

**NOTICE OF POST OFFICE EMERGENCY SUSPENSION**

**A. Office**

Name: PONCE DE LEON State: MO Zip Code: 65728  
Area: WESTERN District: MID-AMERICA PFC  
Congressional District: 7 County: STONE  
EAS Grade: 53 Finance Number: 286438  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Joanne Dean  
Title: MID-AMERICA PFC Post Office Review Coordinator  
Tele No: (816) 374-9686

Date: 08/09/2011  
Fax No: (816) 374-9120



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

**A. Office**

Name: PONCE DE LEON State: MO Zip Code: 65728  
Area: WESTERN District: MID-AMERICA PFC  
Congressional District: 7 County: STONE  
EAS Grade: 53 Finance Number: 286438  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

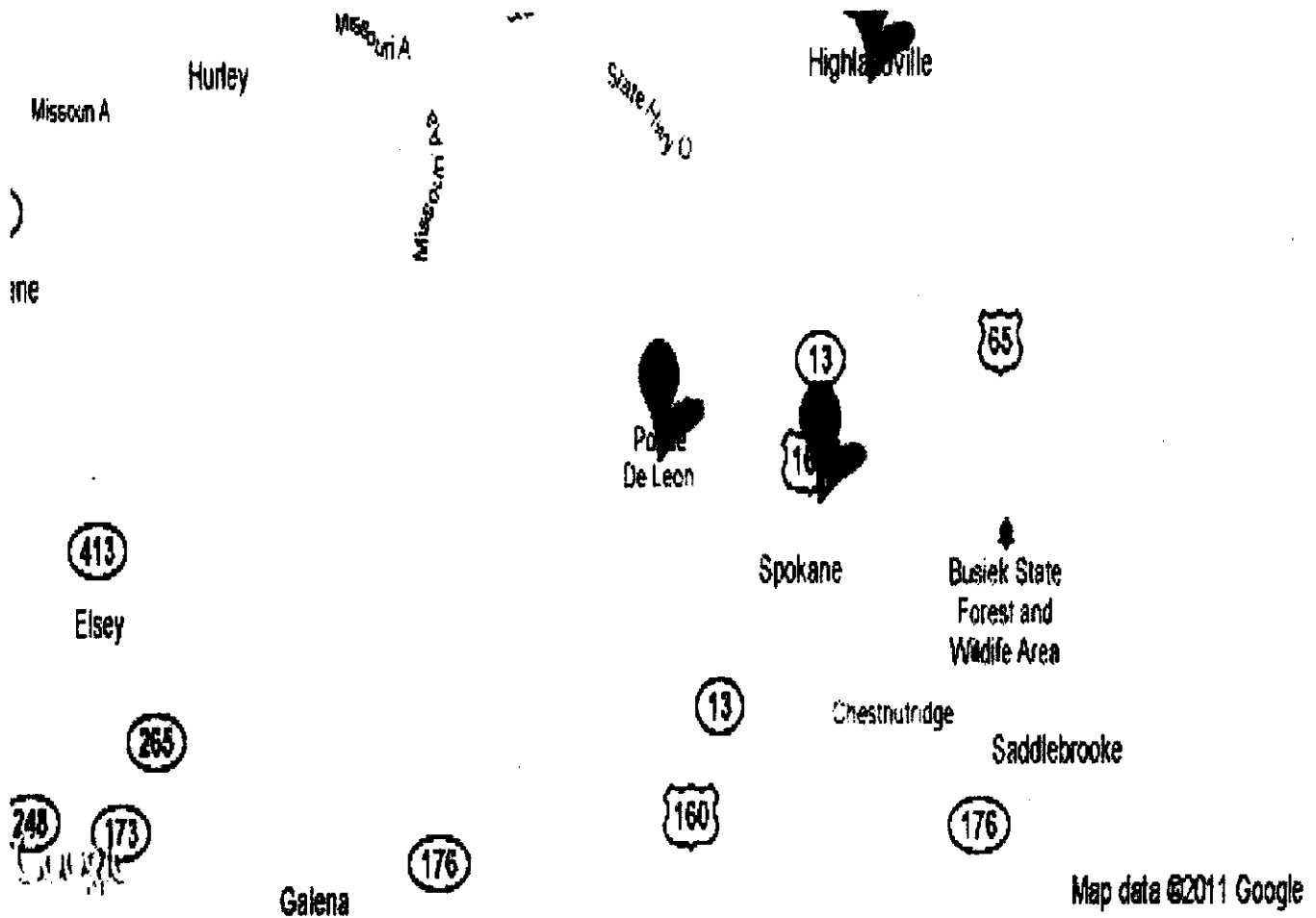
There was no Emergency Suspension for this office

Prepared by: Joanne Dean  
Title: MID-AMERICA PFC Post Office Review Coordinator  
Tele No: (816) 374-9686

Date: 08/09/2011  
Fax No: (816) 374-9120

• Alternate access points include nearby

- (1) SPOKANE (Post Office 3 0) , (2) HIGHLANDVILLE (Post Office 5 6) , (3) REEDS SPRING (Post Office 8 9) and (4)  
GALENA (Post Office 9 0) .





---

**SUBJECT: Possible Discontinuance of Post Office**

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the PONCE DE LEON Post Office, 65728 - 9998, located in STONE County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

JOANNE DEAN  
Post Office Review Coordinator  
MID-AMERICA PFC

NBR records of mail theft or vandalism:

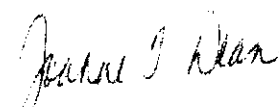
Comments/Findings:

cc: Official Record

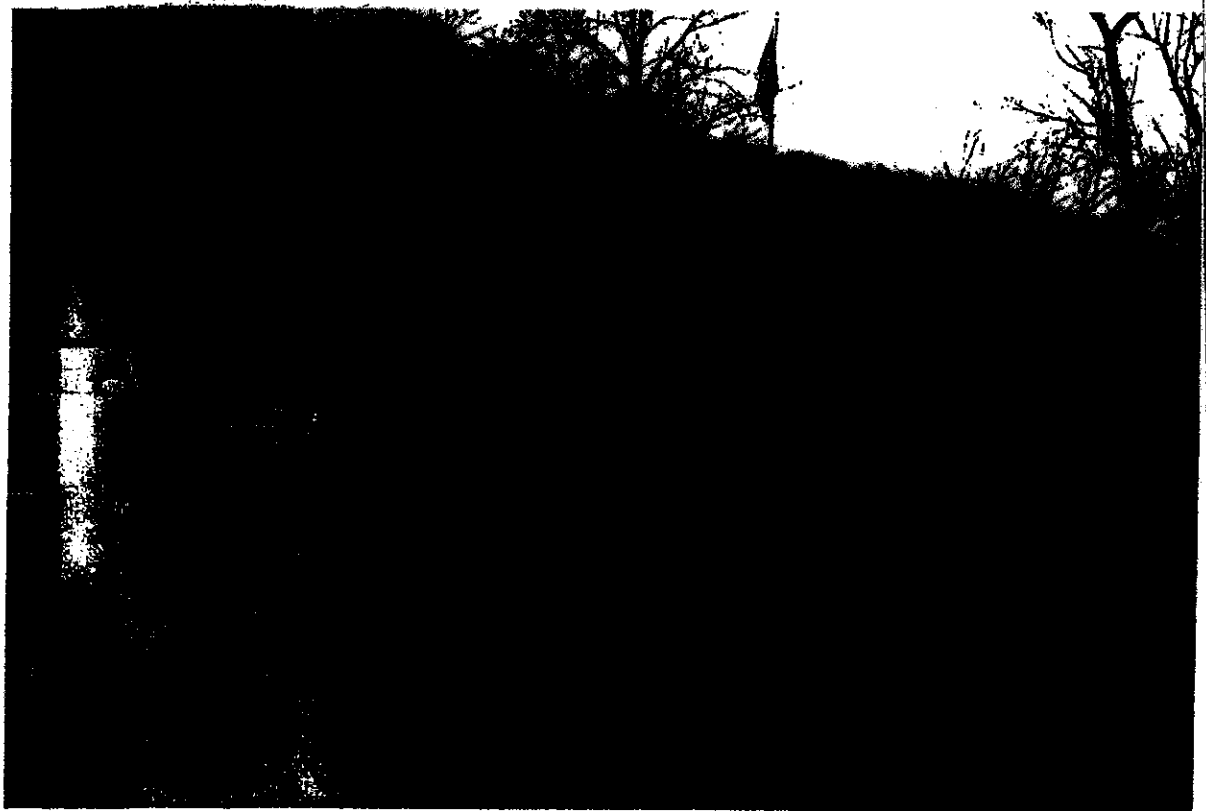
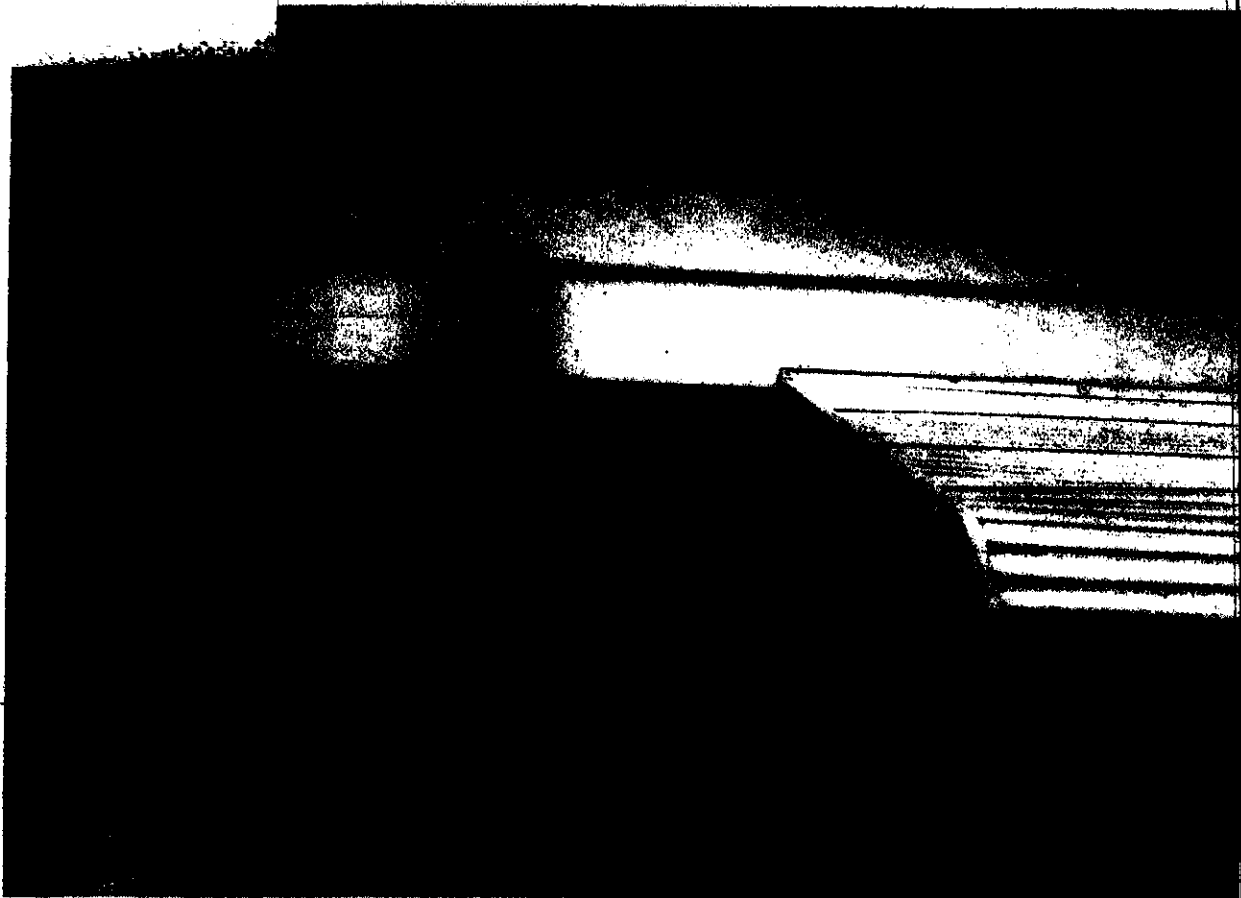


## Discontinuance Feasibility Study Survey

<b>1. Retail Facility Name:</b> Ponce De Leon Post Office		<b>2. State and ZIP + 4 Code®:</b> MO 65728-9998	
<b>3. Facility Information</b>			
<b>a. Provide specific information about the facility, including structural defects, safety hazards, lack of running water or restrooms, and security issues. Include facility servicing documentation for all structural defects and safety hazards.</b>			
No structural defects known			
<b>b. Is the facility accessible to persons with disabilities?</b>		<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
<b>4. Community Information</b>			
<b>a. Local government provided by:</b>			
<b>b. Police protection provided by:</b> Stone County Sheriff			
<b>c. Fire protection provided by:</b> Abbeville Volunteer Fire Department			
<b>d. Is the retail facility a state or national historic landmark?</b>		<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
<b>e. Are there special historic events related to the community?</b>		<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
<b>If answer to 4e is "Yes," explain:</b>			
<b>f. Describe the geographic and economic makeup of the community (retirees, commuters, farmers, etc.). Provide information on population and business activity trends.</b>			
Farmers and commuter, no new business activity			
<b>g. Provide the names of schools in the service area.</b>			
<b>h. Provide the names of religious institutions in the service area.</b>			
Baptist Church, Pentecostal Church and Hilltop			
<b>i. Provide the names of organizations in the service area, including nonprofit organizations.</b>			
<b>j. Provide the names of businesses in the service area, including small and home-based businesses.</b>			

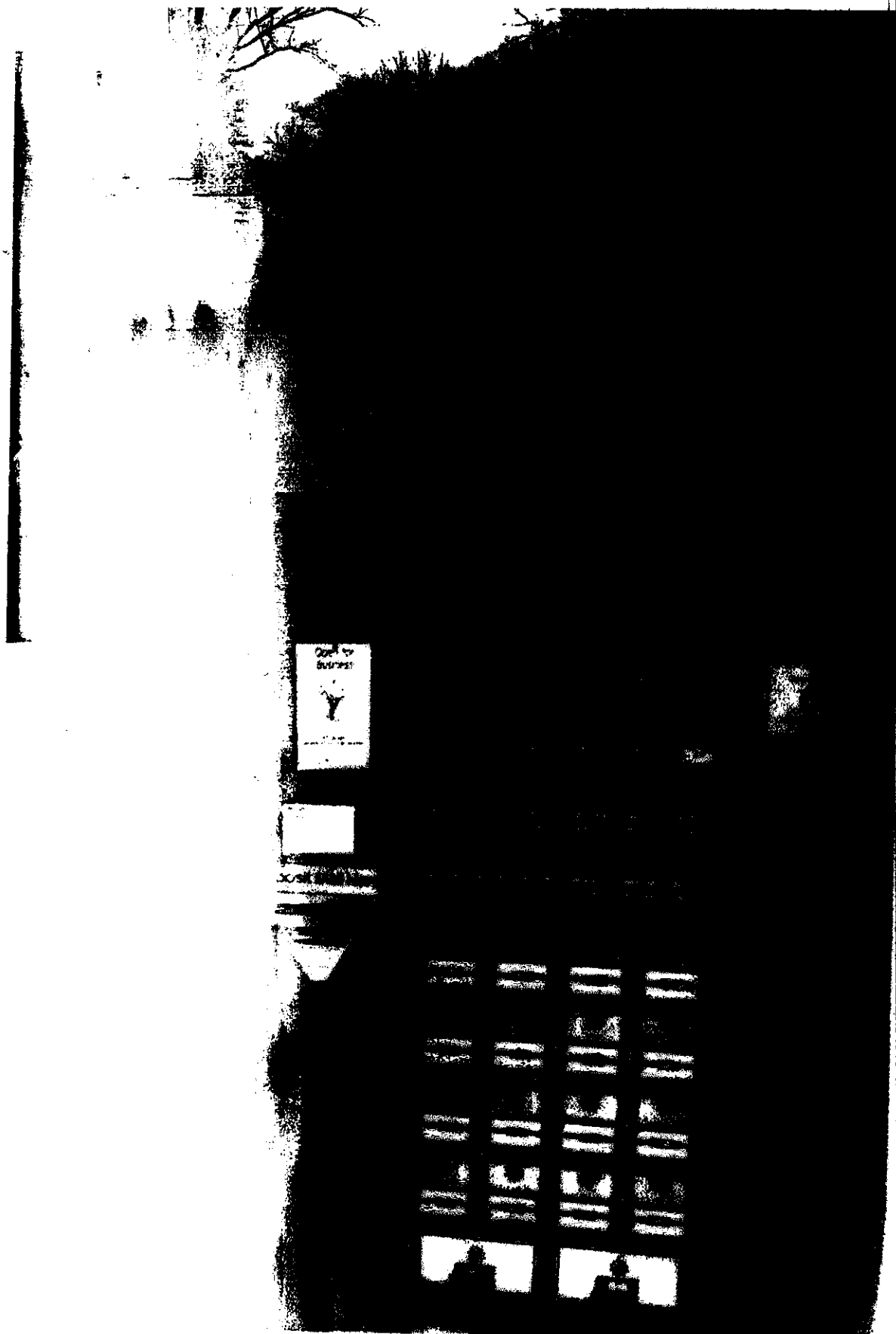
<b>5. Retail Information</b>	
a. Does the facility have an APC?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
b. Does the facility have a DDU drop?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
c. Does the facility have a FedEx drop box?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
d. Is the facility a Postal One! site?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
If the facility is a non-Postal One! site, attach a copy of PS Form 25, Trust Fund Account, and PS Form 3609, Record or Permit Imprint Mailings, for current permit mailers.	
<b>6. Delivery Information</b>	
a. Number of customers who receive duplicate delivery service: 0	
b. Approximate time of day the carriers begin delivery to the community: 10:00 a.m.	
c. Describe how the mail is received and dispatched. HCR from Highlandville brings mail and picks up the dispatch	
d. List potential CBU/parcel locker sites and their distance from the facility.	
<b>7. Administrative Office Information</b>	
a. Facility Name: Highlandville Post Office	b. State and ZIP + 4 Code®: MO 65669-9998
c. Number of miles from the facility under study: 5.6	
<b>8. Nearest Office Information</b>	
a. Facility Name: Highlandville Post Office	b. State and ZIP + 4 Code®: MO 65669-9998
c. Number of miles from the facility under study: 5.6	
<b>9. Other Information</b>	
a. Do Postal Service employees offer assistance to senior citizens?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
b. Do Postal Service employees offer assistance to handicapped citizens?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
c. If the answer to 9a or 9b is "Yes," what provisions can be made for these services if the facility is discontinued? Assists with filling out money orders and checks, putting on stamps and helping explain the forms and other written materials, and carry out packages. The rural carrier can assist with these tasks when they occur.	
d. List the non-postal services provided by the facility. Include items such as public bulletin board, school bus stop, community meeting location, voting place, and government form distribution center. Public bulletin board, outside collection box, place for community meetings and a voting place.	
e. If mail theft or vandalism has been reported to the Postmaster/OIC, describe the situation reported. no	
<b>10. Photos of Facility</b>	
Provide digital photos of the facility. Include photos of front, back, full property view, and additional structures on the property.	
<b>PREPARED BY</b>	
Printed Name: Joanne Dean	Title: PO Discontinuance Coordinator
Signature: 	Date: 09/02/2011













### USPS Handbook PO-101 NEPA Checklist

Per USPS Handbook PO-101, all Post Office, Classified Station, or Classified Branch closings must include an 'Official Record' compiled and managed by the USPS Discontinuance Coordinator (DC). This Checklist and any subsequent, related documentation or memorandum is to be kept as part of the Official Record.

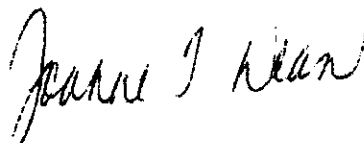
The National Environmental Policy Act (NEPA) requires USPS to consider potential environmental impacts of certain actions, including facility closings. See 39 CFR Part 775.

See the reverse side of this form for further guidance on individual assessment items.


Project Name and Description Ponce De Leon Post Office	
Address (street, city, state, zip code) 2684 MEDICAL SPRINGS RD PONCE DE LEON, MO 65728-9998	
Site Size (sq. ft. or acres) 500	Building Size (in sq. ft.) 440
Assessment Items	Yes No

To the best of your knowledge, does this closing impact any of the following items? (Check one)

1.	Coastal area	No
2.	Historic, cultural, or archaeological resources (approx. bldg. age: 0 )	No
3.	Traffic	No
4.	Adverse impact to natural resources (e.g. - air, water, soil) - DESCRIBE:	No
5.	Is the proposed action listed as a Categorical Exclusion in 39 CFR, Part 775? Likely 'yes' as action falls under closure of Post Offices under 39 U.S.C 404(b).	No
6.	If the action is Categorically Excluded, are there any other extraordinary environmental circumstances? If yes, describe	No

  
JOANNE DEAN  
Coordinator

08/09/2011  
Date

  
RICK BELCHER  
MPOO

08/09/2011  
Date

For technical questions concerning the application of a Categorical Exclusion or should it be unclear if an item below has an environmental impact, contact [charlotte.parrish@usps.gov](mailto:charlotte.parrish@usps.gov) prior to finalizing the form.

## APPENDIX B

### USPS Handbook PO-101 NEPA Checklist

Additional Assessment Item Guidance for the subject site and any adjacent surroundings:

1. Coastal area – There is a law called the ‘Coastal Zone Management Act’ (CZMA) which concerns property actions if they are in such a zone. Indicators of such zone likelihood would be proximity to a major water body, not necessarily ocean or bay. For example, the Gowanus Canal in Brooklyn, NY has some CZMA requirements as it eventually feeds into the Atlantic Ocean. Many of the coastal designations ultimately feed into a coastal water body. But this observation would not include water bodies such as small streams, small lakes or ponds.
2. Historic, cultural or archaeological resources – Buildings over 50 years old can be considered for formal historic designation. There is a spot for noting building age on the form. There may be other circumstances you are aware of – e.g., formal historic designation, local interest in making the site historic, certainty that the site is in an official historic district. You also need to consider any art resources under this item such as murals, frescos or other permanently affixed postal items of historic or artistic value.
3. Traffic – This consideration has to be isolated for the closure only, not for any other location impacted by the closure (that is a separate process). So, an example might be if a closed facility also provided access to some other area and now that access will not be maintained or as easily used. General traffic considerations relate to noise and air quality impacts, but that is not typically for closures.
4. Adverse impact to natural resources (e.g. – air, water, soil) – Look for obvious concerns such as an ongoing remediation at the site. USPS still has obligations to comply even if the facility is not operational, but vacancy could impact progress and efficiency of such a clean-up. Explain very briefly, but contact [charlotte.parrish@usps.gov](mailto:charlotte.parrish@usps.gov) for further guidance before finalizing the form.

**Ponce De Leon Post Office Discontinuance Financial Summary**

**Investment Facilities**

	Existing	Proposed	Total Cost
Construction/Renovation	\$ 0	\$ 0	\$ 0

**Existing & Proposed Facilities**

	Existing	Proposed	1st YR Operating Saving	10 YR Operating Saving
Building Maintenance	\$ 0	\$ 0	\$ 0	\$ 0
Utilities	\$ 1,080	\$ 0	\$ 1,080	\$ 11,828
Transportation	\$ 0	\$ 0	\$ 0	\$ 0
EAS Craft & Labor	\$ 41,827	\$ 0	\$ 41,827	\$ 449,703
Contracts	\$ 0	\$ 0	\$ 0	\$ 0
Rent	\$ 2,436	\$ 0	\$ 2,436	\$ 27,010
<b>Total</b>			\$ 45,343	

**First Full Year Savings**      \$ 45,343

**POD 10YR NPV**      \$ 384,324

**ROI**      100 %

District	MID-AMERICA	
Date	8/31/11	
	Existing	Proposed Facilities
Finance #/Sublocation #	286438-001	0
Facility Type	Post Office	0
Facility Name	PONCE DE LEON	0
Size (Gross SF)	440	0
Finance #/Sublocation #		0
Facility Type		0
Facility Name		0
Size (Gross SF)		0
Proposed Completion Date	1/18/12	1/18/12
Data Fiscal Year	2010	
Projected Move-In Date	1/18/12	
	Cash Flow Factors*	
Discount Rate	4.5%	
(Sustaining Low Risk)		
USPS Labor	1.6%	
Non-USPS Labor	2.6%	
Energy-related cost items	2.0%	
All Other costs	1.6%	
Supervisor Productive Workyear	1822	
Bargaining Productive Workyear	1745	
<i>*Note: from the June 16, 2011 Decision Analysis Report/Cost of Borrowing/New Facility Start-Up Costs Update memo from the VP Finance and Planning</i>		




PONCE DE LEON		PROJECT YEAR											
POD Analysis		0	1	2	3	4	5	6	7	8	9	10	Total
		Cash Flow (000)											
		8/31/2011 Residual											
<b>I. Investment</b>													
Existing Facility Renovation													
Proposed Facilities Construction													
Sale of Existing Facility Sensitivity													
<b>Total Investment</b>													
Residual Value													
<b>Net Investment</b>													
<b>II. Operating Variances from Baseline</b>													
Building Maintenance													
Utilities		1	1	1	1	1	1	1	1	1	1	1	12
Transportation													
Labor		42	42	42	43	44	45	45	46	47	47	48	450
Contracts													
Rent		2	3	3	3	3	3	3	3	3	3	3	27
<b>Total Operating Variance</b>		45	46	46	47	48	48	49	50	51	52	52	489
<b>III. Total Savings/Cost (I+II)</b>		45	46	46	47	48	48	49	50	51	52	52	489
<b>IV. Net Cash Flow (III-IV)</b>		45	46	46	47	48	48	49	50	51	52	52	489
<b>VI. Net Cash Flow</b>		43	42	42	41	40	39	38	37	36	35	34	384
<b>VII. Net Present Value</b>		Discounted @ 4.500%											
		\$384											
<b>VIII. Return on Investment</b>		N/A											

POD Financial Summary				
Existing		Proposed Facilities		
PONCE DE LEON		0		
		0		
Investment				
Construction/Renovation	\$ -	\$ -	\$ -	
Total			\$ -	

	Existing	Proposed Facilities	First Operating Year Variance	10-Year Operating Variance
Building Maintenance	\$ -	\$ -	\$ -	\$ -
Utilities	\$ 1,080	\$ -	\$ 1,080	\$ 11,828
Transportation	\$ -	\$ -	\$ -	\$ -
EAS & Craft Labor	\$ 41,827	\$ -	\$ 41,827	\$ 449,703
Contracts	\$ -	\$ -	\$ -	\$ -
Rent	\$ 2,436	\$ -	\$ 2,436	\$ 27,010
Total			\$ 45,343	\$ 488,541

First Full Year Savings		\$ 45,343
POD 10-year NPV		\$ 384,324
ROI		N/A

Concurrence:




8/31/2011

District Finance Preparer's Signature

Date

Christopher Atchley  
Print Name



8/31/2011

District Finance Manager's Signature

Date

Christopher Atchley  
Print Name

District	MID-AMERICA		
Date	8/31/11		
Investment			
	Budget		
	Line		
	Item	Existing	Proposed Facilities
Construction/Renovation/Build-out Costs*			
PONCE DE LEON	3B	\$ -	XXXXXXXXXXXXX
	0	0	XXXXXXXXXXXXX
	0	0	XXXXXXXXXXXXX
Sub-totals		\$ -	\$ -
	Total	\$ -	
* Construction/Renovation/Contract Postal Office-Unit Build-out costs must be entered as a negative number.			

<b>District</b>		<b>MID-AMERICA</b>	
<b>Date</b>		<b>8/31/11</b>	
<b><u>Building Maintenance</u></b>			
<b>Are USPS building maintenance staff needed at the proposed facilities?</b>		NO	
<i>(Answer "No" if proposed facilities are existing Postal facilities with adequate building maintenance staff)</i>			
<b><u>Existing Facility</u></b>			
<b>Facility Name:</b>		<b>PONCE DE LEON</b>	
		<b>Workhrs</b>	<b>Workhr Rate</b>
LDC 37 - Bldg Maint Equip Mech		0	\$ -
LDC 38 - Custodian		0	\$ -
<b>Existing Facility Total</b>			<b>\$ -</b>
<b><u>Proposed Facilities</u></b>			
<b>Facility Name:</b>		0	
LDC 37 - Bldg Maint Equip Mech	0	\$ -	\$ -
LDC 38 - Custodian	0	\$ -	\$ -
<b>Sub-total</b>			<b>\$ -</b>
<b>Facility Name:</b>		0	
LDC 37 - Bldg Maint Equip Mech	0	\$ -	\$ -
LDC 38 - Custodian	0	\$ -	\$ -
<b>Sub-total</b>			<b>\$ -</b>
<b>Proposed Facilities Subtotal</b>			<b>\$ -</b>
<b>VARIANCE</b>			<b>\$ -</b>
<b><i>Projected Building Maintenance</i></b>			
		<b>Space</b>	<b>Factor</b>
LDC 37 - Bldg Maint Equip Mech			<b>Workhours</b>
	0	0	17.0455
	0	0	17.0455
LDC 38 - Custodian			
	0	0	6.8182
	0	0	6.8182

<b>District</b>		<b>MID-AMERICA</b>		
<b>Date</b>		<b>8/31/11</b>		
<b>Utilities</b>				
Are the proposed facilities existing Postal facilities where the relocated operations will be housed in space that is already conditioned and lighted?		<div style="border: 1px solid black; width: 200px; height: 80px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">             YES           </div>		
<b>Existing</b>				
<b>Facility Name:</b>	<b>PONCE DE LEON</b>	<b>Size</b>	<b>Cost PSF</b>	<b>Annual Cost</b>
		440	\$ 2.46	\$ 1,080 (see note)
<b>Proposed Facilities</b>				
<b>Facility Name:</b>	0	-	\$ -	\$ 0
	0	-	\$ -	\$ 0
<b>Proposed Facilities Total</b>				\$ -
<b>VARIANCE</b>				<b>\$ 1,080</b>
<b>Note :</b> Make sure answer is Yes on Input-Rent tab when existing facility is USPS owned.				

District	MID-AMERICA	
Date	8/31/11	
<u>Transportation</u>		
Existing Facility		Annual Cost
Carrier Vehicles/EMA	\$	-
HCR (Highway Contract Route)	\$	-
PVS (Postal Vehicle Service)	\$	-
Existing Facility Total	\$	-
Proposed Facilities		
Carrier Vehicles/EMA	\$	-
HCR (Highway Contract Route)	\$	-
PVS (Postal Vehicle Service)	\$	-
Proposed Facilities Total	\$	-
VARIANCE	\$	-

District Date	MID-AMERICA 8/31/11		
LABOR TABLE			
Labor Rate from Data Source NWRS LURS Report AP13 First Operating Year		FY 2010 2012	1822 Non-Bargaining 1745 Bargaining
LDC/FN	POSITION TITLE	LABOR RATE	HOURS
0	TOTAL F0 - OPERATIONS SUPPORT	\$0.0000	1822
1	TOTAL F1 - MAIL PROCESSING	\$0.0000	1745
20	20 SUPV DELVY SVCS	\$0.0000	1822
25	25 RURAL DELIVERY	\$0.0000	1745
2C	SUBTOTAL 2B - CITY CARRIER	\$0.0000	1745
37	37 BUILDING SYS EQUIP	\$0.0000	1745
38	38 BUILDING SERVICES	\$0.0000	1745
3A	SUBTOTAL 3A - VEHICLE SERVICES	\$0.0000	1745
3B	SUBTOTAL 3B - PLANT & EQUIPMENT MAI	\$0.0000	1745
4	TOTAL F4 - CUSTOMER SERVICES	\$0.0000	1745
5	TOTAL F5 - FINANCE	\$0.0000	1822
6	TOTAL F6 - HUMAN RESOURCES	\$0.0000	1822
7	TOTAL F7 - CUSTOMER SERVICE & SALES	\$0.0000	1822
8	TOTAL F8 - ADMINISTRATION	\$34.2841	1822

District	MID-AMERICA				
Date	8/31/11				
Labor					
Existing Facility					
PONCE DE LEON					
LDC/FN	Description	FTE's		Workhrs	Annual Cost
8	TOTAL F8 - ADMINISTRATION	0.7		1,220	\$ 41,827
0	POSITION TITLE	-		0	\$ -
0	POSITION TITLE	-		0	\$ -
0	POSITION TITLE	-		0	\$ -
0	POSITION TITLE	-		0	\$ -
0	POSITION TITLE	-		0	\$ -
Existing Facility Total					\$ 41,827
Proposed Facilities					
HIGHLANDVILLE PO					
LDC/FN	Description	FTE's	Labor Rate	Workhrs	Annual Cost
	POSITION TITLE	-	\$ -	0	\$ -
	POSITION TITLE	-	\$ -	0	\$ -
	POSITION TITLE	-	\$ -	0	\$ -
	POSITION TITLE	-	\$ -	0	\$ -
	POSITION TITLE	-	\$ -	0	\$ -
	POSITION TITLE	-	\$ -	0	\$ -
Sub-total					\$ -
0					
LDC/FN	Description				
	POSITION TITLE	-	\$ -	0	\$ -
	POSITION TITLE	-	\$ -	0	\$ -
	POSITION TITLE	-	\$ -	0	\$ -
	POSITION TITLE	-	\$ -	0	\$ -
	POSITION TITLE	-	\$ -	0	\$ -
	POSITION TITLE	-	\$ -	0	\$ -
Sub-total					\$ -
Proposed Facilities Total					\$ -
Variance					\$ 41,827



District	MID-AMERICA		
Date	8/31/11		
Contracts			
		Annual Cost	
Existing Facility			
Facility Name:	PONCE DE LEON	0	\$ -
		0	\$ -
		0	\$ -
		0	\$ -
		0	\$ -
Existing Facility Total		\$	-
Proposed Facilities			
Facility Name:	0	0	\$ -
		0	\$ -
		0	\$ -
		0	\$ -
		0	\$ -
Sub-total		\$	-
Facility Name:	0	0	\$ -
		0	\$ -
		0	\$ -
		0	\$ -
		0	\$ -
Sub-total		\$	-
Proposed Facilities Total		\$	-
VARIANCE		\$	-

District	MID-AMERICA			
Date	8/31/11			
Rent				
Will existing facility lease expire/terminate upon facility discontinuance?	<table border="1"> <tr> <td>YES</td> </tr> </table>			YES
YES				
Lease Expiration Date	<table border="1"> <tr> <td>1/18/12</td> </tr> </table>			1/18/12
1/18/12				

		Annual Cost	
<b>Existing Facility</b>			
Facility Name:	PONCE DE LEON	Base Rent	\$ 2,520
		Lease Buyout (one-time cost)	\$ (84)
		CAM (Common Area Maintenance)	\$ -
		Taxes	\$ -
		Restoration (one-time cost)	\$ -
		Other Recurring Cost	\$ -
<b>Existing Facility Total</b>			\$ 2,436
<b>Proposed Facilities</b>			
Facility Name:	0	Base Rent	\$ -
		CAM (Common Area Maintenance)	\$ -
		Taxes	\$ -
	0		\$ -
	0		\$ -
		Sub-total	\$ -
	0	Base Rent	\$ -
		CAM (Common Area Maintenance)	\$ -
		Taxes	\$ -
	0		\$ -
	0		\$ -
		Sub-total	\$ -
<b>Proposed Facilities Total</b>			\$ -
<b>VARIANCE</b>			\$ 2,436



**A. Office**

Name PONCE DE LEON State MO Zip Code 65728  
Area WESTERN District MID-AMERICA PFC  
Congressional District 7 County STONE  
EAS Grade 53 Finance Number 286438  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 9. And the verification of new service type is complete

Prepared by: Joanne Dean  
Title: MID-AMERICA PFC Post Office Review Coordinator  
Tele No: (816) 374-9686

Date: 08/31/2011  
Fax No: (816) 374-9120



08/16/2011

Postal Customer  
PONCE DE LEON, MO 65728

This letter provides notice that the U.S. Postal Service is conducting a discontinuance feasibility study of facility operations at the Ponce De Leon Post Office into the Highlandville Post Office.

The office is being studied due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office to provide the sales of stamps and the mailing of most package items.

A discontinuance feasibility study involves a review of delivery and retail operations of a postal facility. The purpose of the study is to evaluate the facility's operations in a continuing effort to meet customers' retail needs, improve productivity, increase efficiency, and cut costs.

Customer needs have changed dramatically. Many customers receive and pay their bills online and communicate by email and text messaging. In addition, many customers demand easier, more convenient access to Postal Service products and services when and where they want them – online, on their smart phones, and at the stores they frequent.

If a decision is ultimately made to discontinue the Ponce De Leon Post Office and you are a Post Office Box customer, you will have the option of Post Office Box delivery at the Highlandville Post Office. To request delivery, submit a request for establishment of rural delivery service, PS Form 4027, "Petition for Change in Rural Delivery". This form is available at the Ponce De Leon Post Office. The Highlandville Post Office is 7.0 miles away and has retail hours from 830 to 1100 - 1215 to 1545 Monday through Friday and 815 to 915 on Saturday. Additionally Spokane Post Office is 5.5 miles from the Ponce De Leon Post Office with retail hours from 800 to 1230 - 1300 to 1545 Monday through Friday and 900 to 1030 on Saturday.

Retail services would continue to be available through a variety of channels beyond traditional brick-and-mortar facilities, such as the [www.usps.com](http://www.usps.com) website, non-city delivery carriers, stamp consignment locations, and Stamps by Mail, Fax, and Phone.

We value your opinions during this review process. As the Postal Manager responsible for all Post Offices in your area, I would like your input concerning your postal needs. We encourage you to complete and return the enclosed survey in the pre-addressed, postage-paid envelope provided. Your responses along with others received will be included in the study and considered carefully before any final determination regarding discontinuance is made. Please submit your response no later than September 05, 2011.

A community meeting will be held to explain the process and to address community concerns. Postal representatives will be at the Ponce de Leon Community Center on 08/30/2011 from 7:30 to 8:30 to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

Written comments may be hand-delivered to the Ponce De Leon Post Office or mailed to:

District Discontinuance Coordinator  
MID-AMERICA PFC  
300 W Pershing Rd suite 210  
Kansas City MO, 64108-9000

The study consists of a publicly available record, so please be advised that any information or responses that you furnish will be visible to others.

A proposal that further explains the nature and justification of the proposed change in service and requests for customer comment may be posted prior to the community meeting. Comments received from the questionnaire, community meeting, and proposal will be considered prior to making a final determination.

If you have any questions concerning this discontinuance feasibility study, please contact Kim Silance, District Discontinuance Coordinator Contact at (813) 782-3766.

Sincerely,

Rick Belcher  
Manager, Post Office Operations

Enclosures:  
Customer Survey/Pre-addressed postage-paid envelope  
Summary of Postal Service Retail Facility Change Regulations



---

08/23/11

OIC/POSTMASTER

SUBJECT: PONCE DE LEON Post Office

Enclosed are questionnaires addressed to customers of the PONCE DE LEON Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 08/30/2011 for further review.

A handwritten signature in black ink that reads "Kim Silance". The signature is written in a cursive, flowing style.

Kim Silance  
Post Office Review Coordinator  
Enclosures



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce De Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/05/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce De Leon Post Office for personal reasons, business-related reasons, or both?

☐

Personal reasons

☐

Business-related reasons

☐

Both

2. Please check the appropriate box to indicate whether you use the Ponce De Leon Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

- |                                                              |                              |                             |
|--------------------------------------------------------------|------------------------------|-----------------------------|
| Post Office in vicinity of where you work or shop            | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| usps.com website                                             | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Stamps by Mail                                               | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Stamps by Phone                                              | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Stamps Online                                                | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Click-N-Ship                                                 | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| Buy stamps or mail packages at grocery or other retail store | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

4. Do you currently use local businesses in the community?

☐ Yes ☐ No

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce De Leon Post Office is discontinued?

☐ Yes ☐ No

6. Do you currently use businesses in nearby communities?

☐ Yes ☐ No

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ Yes ☐ No

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State Zip: \_\_\_\_\_



## **POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS**

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

### **MAILING PACKAGES**

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

### **SPECIAL SERVICES**

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.



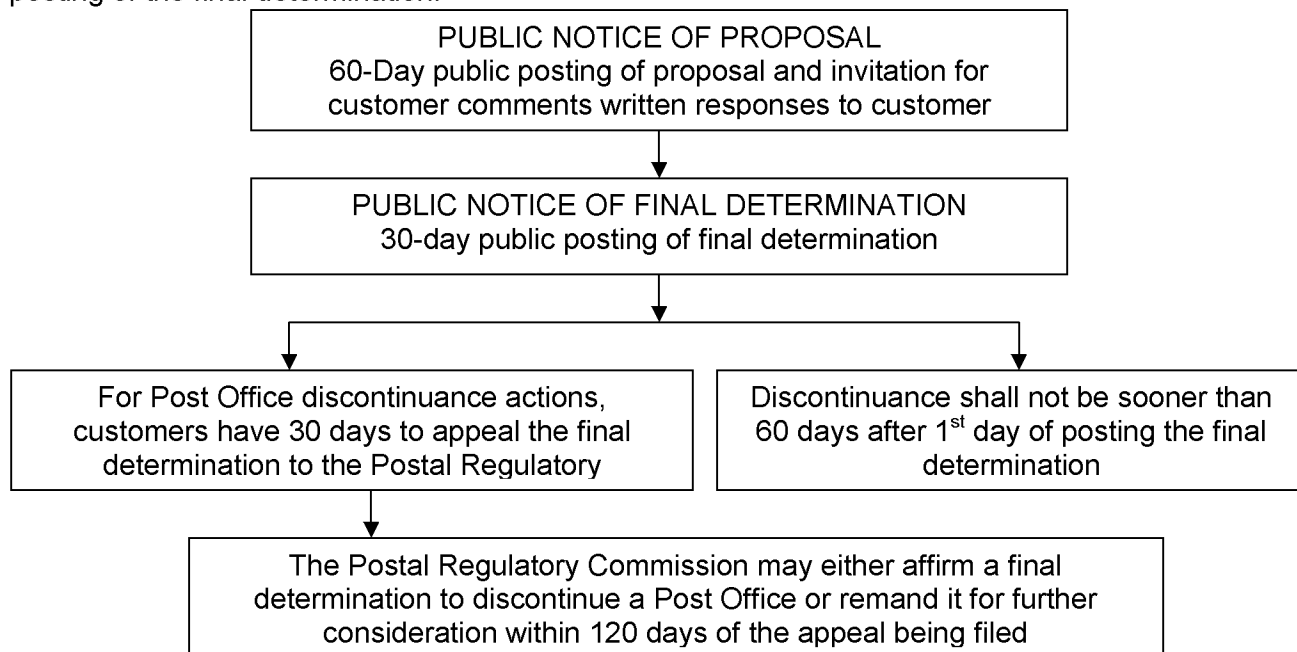


## Summary of Postal Service Retail Facility Change Regulations

The Postal Service has published regulations governing the discontinuance of Postal Service-operated retail facilities. These regulations are designed to ensure that the reasons for proposing such changes in the provision of postal services are fully disclosed at a stage when customers can make helpful contributions toward a final determination. The full text of the applicable statutory requirements for Post Offices appears in Title 39, United States Code, Section 404(d), while the regulations for Postal Service-operated retail facilities appear in Title 39, Code of Federal Regulations, Part 241.3.

Under postal regulations, Postal Service Headquarters or field personnel initiate an initial feasibility study to examine the continuation of a Post Office, Classified Station, or Classified Branch. After conducting the feasibility study, if warranted, the Postal Service may decide to proceed with a proposal to discontinue the facility. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected retail facilities, along with an "Invitation for Comments," which solicits written feedback from customers. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

After consideration of customer comments, if warranted, the Postal Service may decide to proceed with a final determination to discontinue the retail facility under study. Any such final determination is posted in affected retail facilities for 30 days. For discontinuance actions associated with Post Offices, customers may appeal the final determination to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission may either affirm the Postal Service's determination to discontinue a Post Office or remand the matter to the Postal Service for further consideration. If a final determination is remanded by the Postal Regulatory Commission, the Postal Service may choose to repost the final determination or proposal with additional support, restart the discontinuance feasibility study, or suspend the discontinuance process. The Postal Regulatory Commission has up to 120 days to consider and decide an appeal. Even without an appeal, no Postal Service-operated retail facility may be closed sooner than 60 days after the first day of the posting of the final determination.



## Community Meeting Roster

**Postal Service Representative (Names and Titles):**

**FRANCES BOMAN, POSTMASTER**

**BOBBI JENKINS, POSTMASTER**

**Date:** 08/30/2011

**Time** 7:30

**Total Number of Customers Present:**

24

**Place:** Ponce de Leon Community Center

**This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.**

**Names of Customers Present:**

[illegible]

# Community Meeting Roster

Postal Service Representative (Names and Titles):

FRANCES BOMAN, POSTMASTER

BOBBI JENKINS, POSTMASTER

Date 08/30/2011  
Time 7:30

Total Number of Customers Present:

24

Place Ponce de Leon Community Center

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Walter W. Dickerson			
Deborah L. Green			
David Lee	499 Highlandville Rd	65669	840-6885
Nancy Dhanolt			
Kou Ann Wilson			
Joyce Dickson			
Mike Dickson			
Shirley Madison			
Jane Skirring	116 Great View Rd Highlandville, Mo	65669	357-6102
Nikki Sprick			
CANDY SHORT			
DEET SHORT	2815 STATE Hwy. V	65656	357-6984
Marcee Grode	2254 Goff Creek Rd	65728-9111	357-1332
W. D. Dandford	1470 Medical Sq		357-6821
Joe Dandford	cc	cc	cc
Cindy & James Lewis			
Tom & Helen Pitt	2334 Goff Creek Rd	65728	(417) 443-3554
Shelby Smith			
Hubert A. Kelly	1010 MEDICAL RD CAHENA MO	65656	417(557-6904

### Community Meeting Roster

**Postal Service Representative (Name and Title)**  
**FRANCES BOMAN, POSTMASTER**

FRANCES BOMAN, POSTMASTER  
BOBBI JENKINS, POST

BOBBI JENKINS, POSTMASTER

Date 08/30/2011  
Time 7:30

**Total Number of Customers Present**

0

Place Ponce de Leon Community Center

This document will be placed in an administrative record that, if discontinuance goes forward, becomes available for public inspection.

Place Ponce de Leon Community Center

Names of Customers (if any):

**Names of Customers** (If any):

[illegible]



08/16/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

The office is being studied, due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office to provide the sales of stamps and the mailing of most package items. The office is being studied due to the workload of the office is 1.42 which currently is not a level to support a postal operated facility. The revenue and/or the volume of this office has been in a steady decline over the past several years. There are a number of alternate sites within a short radius of this office to provide the sales of stamps and the mailing of most package items.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Ponce de Leon Community Center on 08/30/2011 from 7:30 to 8:30 to answer questions and provide information about our service.

If you have any questions, you may contact Kim Silance at (913) 782-3765.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations

Docket: 1377998-65728  
Item Nbr: 13  
Page Nbr: 1



1/23/12

MEMO TO RECORD

SUBJECT: Relocation Expense

The relocation expense for the Ponce De Leon Discontinuance Study is \$1666.

A handwritten signature in cursive script that reads "Kim Silance".

Kim Silance  
MID-AMERICA PFC Post Office Review Coordinator

### Responsiveness to Community Postal Needs

Advantages and disadvantages of proposed alternate service.

### Effect on the Community

Will the community identity be preserved?

### Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the agency. If postmaster or other employees are reassigned this must be explained.

## Academic Savings

Cost of relocation:

\$ 384,324-

## Optimal Estimators

Financial Services has identified no other factors for consideration (if appropriate).

### Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum level of service to the public and an irregular service must be paramount.

## 40: 25.5

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided.

**Checklist Completed By:**

Investigative Coordinator

Reviewed and Certified By:

District Review Coordinator

Date \_\_\_\_\_

Date \_\_\_\_\_



---

08/31/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the PONCE DE LEON Post Office  
Docket No. 1377998

This is to advise you that on 08/31/2011, I will post for public comment a proposal to close the PONCE DE LEON Post Office in STONE, Congressional District No. 7.

If you have any questions, please call KIM SILANCE District Review Coordinator at (913) 782-3765.

A handwritten signature in black ink that reads "Gail M. Hendrix".

GAIL HENDRIX  
District Manager  
MID-AMERICA PFC District

cc: Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920  
Proposal





08/31/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
PONCE DE LEON Proposal  
Docket No. 1377998 - 65728

Please post the enclosed proposal to close the PONCE DE LEON Post Office in the lobby. The proposal must be posted in a prominent place from 08/31/2011 through close of business on 11/01/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (913) 782-3765.

A handwritten signature in black ink that reads "Kim Silance".

KIM SILANCE  
Post Office Review Coordinator  
MID-AMERICA PFC District

Enclosures: PS Form 4920  
Proposal  
Invitation for Comments  
Comment Forms  
Official Record

Date of Posting: 08/31/2011

Date of Removal: 11/01/2011

**UNITED STATES POSTAL SERVICE**

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE PONCE DE LEON, MO POST OFFICE  
AND ESTABLISH  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE**

To the customers of the Ponce De Leon Post Office:

The Postal Service is considering the closure of the Ponce De Leon Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 08/31/2011 through 11/01/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Ponce De Leon Post Office, Spokane Post Office and Highlandville Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

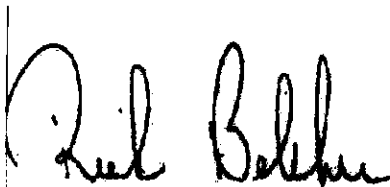
Please return the comment form to:

**KIM SILANCE  
300 W PERSHING RD SUITE 210  
KANSAS CITY, MO 64108-9000**

For more information, you may call KIM SILANCE at (913) 782-3765 or write to the above address.

Thank you for your assistance.

6407



**RICK BELCHER  
300 W PERSHING RD SUITE 210  
KANSAS CITY, MO 64108-9000**

Date of Posting: 08/31/2011

Date of Removal: 11/01/2011

PROPOSAL TO CLOSE  
THE PONCE DE LEON, MO POST OFFICE  
AND ESTABLISH  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1377998 - 65728

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The office is being studied for possible closing or consolidation due to the following reasons: Due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office that can provide the sale of stamps and the mailing of most package items.

The Post Office facility had severe building deficiencies that included: No structural defects known, the building does have handicapped parking and the doors were widened, but the window counter is not 48 inches or below. The Ponce De Leon Post Office provides retail service from 830 to 1230 Monday through Friday and 830 to 1230 on Saturday. Over the past several years there has been a decline in the amount of walk in revenue generated.

The revenue trend is as follows: FY 07 \$ 13,312, FY 08 \$ 12,288, FY 09 \$ 13,645 and FY 10 \$ 11,981.

On August 30, 2011, representatives from the Postal Service were available at Ponce de Leon Community Center from 7:30 to 8:30 to answer questions and provide information to customers.

On or about August 19, 2011, questionnaires were distributed to customers of the Ponce De Leon Post Office. Questionnaires were also available over the counter for retail customers at the Ponce De Leon Post Office.

If this proposal is implemented, delivery and retail services will be provided by the Highlandville Post Office, an EAS-15 level office. Window service hours at the Highlandville Post Office are from 830 to 1100 - 1215 to 1545, Monday through Friday, and 815 to 915 on Saturday.

Retail service is also available at the Spokane Post Office an EAS-13 level office, located five miles away. Window service hours at Spokane Post Office are from 800 to 1230 - 1300 to 1545, Monday through Friday and 900 to 1030 on Saturday. There are post office boxes available for rent.

### Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. Customers opting for carrier service will not have to pay post office box fees.
5. Saves time and energy for customers who drive to the post office to pick up mail.

### Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

## II. EFFECT ON COMMUNITY

Ponce De Leon is an unincorporated community located in Stone County. The community is administered politically by . Police protection is provided by the Stone County Sheriff. Fire protection is provided by the Abesville Volunteer Fire Department. The community is comprised of Farmers and commuter, no new business activity and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ponce De Leon Post Office will be available at the Highlandville Post Office. Government forms normally provided by the Post Office will also be available at the Highlandville Post Office or by contacting your local government agency.

This proposed office provides assistance to the senior and handicapped citizens Assists with filling out money orders and checks for a customer who has Parkinson's putting on stamps and helping explain the forms and other written materials, and carry out packages. The rural carrier can assist with these tasks when they occur..

This Ponce De Leon Post Office is not listed as a historic landmark. The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community and every effort will be made to maintain the identity.

### III. EFFECT ON EMPLOYEES

The postmaster position will become vacant when the postmaster is reassigned on January 01, 2012. There is currently a Postmaster assigned to this unit. The Postmaster may be moved to another facility if possible. Finally there are 1 PMR(s) assigned to this unit. The PMR(s) may be separated from the Postal Service.

### IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of \$ 384,324 with a breakdown as follows:

Building Maintenance	\$ 0
Utilities	\$ 11,828
Transportation	\$ 0
EAS Craft & Labor	\$ 449,703
Contracts	\$ 0
Rent	\$ 27,010
Relocation One-Time Cost	\$ 0
Total Ten Year Savings	\$ 384,324

### V. OTHER FACTORS

### VI. SUMMARY

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The Postmaster assigned to this unit may be moved to another facility if possible. The 1 PMR(s) assigned to this unit may be separated from the Postal Service. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

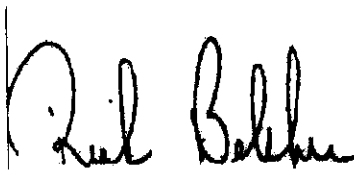
The Ponce De Leon Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 20 delivery route customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$ 384,324 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ponce De Leon Post Office, Spokane Post Office and Highlandville Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



08/31/2011

RICK BELCHER  
Manager, Post Office Operations

Date

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the PONCE DE LEON Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
  
  
  
  
  
  
  
  
  
  
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
  
  
  
  
  
  
  
  
  
  
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

---

Name of Postal Customer

---

Signature of Postal Customer

---

Mailing Address

---

City, State, and ZIP Code

---

Date



10/26/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 11/01/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink that reads "Kim Silance". The signature is written in a cursive, flowing style.

KIM SILANCE  
Post Office Review Coordinator  
300 W PERSHING RD SUITE 210  
KANSAS CITY , MO 64108-9000



11/30/2011

SHARON SIGNORETTI

2610 MEDICAL SPRINGS RD  
GALENA MO 65656

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000





### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons

☐ Business-related reasons

☒ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

#### Postal Services

Daily Weekly Monthly Never

a. Buying Stamps

☐ ☐ ☒ ☐

b. Mailing Letters

☐ ☒ ☐ ☐

c. Mailing Parcels

☐ ☐ ☒ ☐

d. Pick up Post Office box mail

☒ ☐ ☐ ☐

e. Pick up general delivery mail

☐ ☐ ☐ ☐

f. Buying money orders

☐ ☐ ☐ ☐

g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation

☐ ☐ ☒ ☐

h. Sending Express Mail

☐ ☐ ☒ ☐

i. Sending Priority Mail

☐ ☐ ☒ ☐

j. Carrier pickup

☐ ☐ ☐ ☐

k. Buying stamp-collecting material

☐ ☐ ☐ ☒

l. Entering permit or bulk mailings

☐ ☐ ☐ ☒

m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)

☐ ☐ ☐ ☒

n. School bus stop

☐ ☐ ☐ ☒

o. Assisting senior citizens, persons with disabilities, etc.

☐ ☐ ☐ ☒

p. Public bulletin board

☐ ☐ ☐ ☒

q. Community gathering place

☐ ☐ ☐ ☒

r. Other

☐ ☐ ☐ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☒ YES ☐ NO

usps.com website

☐ YES ☒ NO

Stamps by Mail

☐ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☒ YES ☐ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Name: Sharon SignorettiAddress: 2610 Medical Springs Rd  
Galva 65654



11/30/2011

DON TAYLOR

POB 45  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

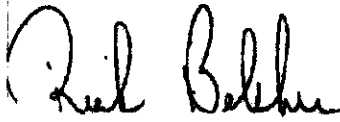
#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher". The signature is written in a cursive, flowing style.

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City , MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons

☐ Business-related reasons

☒ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
p. Public bulletin board	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

r. Other

☐ ☐ ☐ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☒ YES ☐ NO

usps.com website

☐ YES ☒ NO

Stamps by Mail

☐ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Many of the question I answered "monthly"  
I use less often but more often then "Never".

Name:

Don Taylor

Address:

PO box 45 Ponce de Leon



11/30/2011

JACKIE MCREYNOLDS

POB 51  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3785.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City , MO, 64108-9000



11/30/2011

JACKIE MCREYNOLDS

POB 51  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000





### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons

☐ Business-related reasons

☐ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

#### Postal Services

Daily Weekly Monthly Never

a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

r. Other

☐☐☐☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES ☒ NO

usps.com website

☐ YES ☒ NO

Stamps by Mail

☒ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☒ NO

4. Do you currently use local businesses in the community?

☐ YES ☒ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☒ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Name: JACKIE McReynolds

Address: PO Box 5 / Ponce De Leon



11/30/2011

TINA COOPER

254 PONCE RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher". The signature is fluid and cursive, with the first name "Rick" and last name "Belcher" clearly distinguishable.

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



11/30/2011

TINA COOPER

254 PONCE RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silence at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

**RICK BELCHER**  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?
- ☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

#### Postal Services

Daily Weekly Monthly Never

a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Sending Priority Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

r. Other

☐ ☐ ☐ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES ☒ NO

usps.com website

☐ YES ☐ NO

Stamps by Mail

☐ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☒ NO

4. Do you currently use local businesses in the community?

☐ YES ☒ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☒ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: Zina Cooper

Address: 254 Ponce Rd  
Ponce De Leon, MO



11/30/2011

MICHELLE SMITH

POB 7  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher". The signature is fluid and cursive, with the first name "Rick" and last name "Belcher" clearly distinguishable.

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



11/30/2011

MICHELE SMITH

POB 7  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in dark ink, appearing to read "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



Docket: 1377998 - 65728  
Item Nbr: 20  
Page Nbr: 78



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?
- ☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

r. Other **SEND PKGS. OVERSEAS TO MILITARY** ☐ ☐ ☒ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES ☒ NO

usps.com website

☐ YES ☒ NO

Stamps by Mail

☐ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☒ PO Box ☐ Other  
**PERSONAL BUSINESS**

Additional Comments:

THIS POST OFFICE IS THE MOST EFFICIENT I'VE EVER SEEN, EVEN WITH JUST ONE FULL-TIME EMPLOYEE\* and LITTLE AUTOMATION. IT ALSO BINDS OUR COMMUNITY TOGETHER.

Name: Michelle S. SmithBUSINESS: SHELLY REEVES SMITH, LLC  
Address: P.O. BOX 7 PONCE DE LEON MO.  
65728HOME ADDRESS: DON and MICHELE SMITH  
7596 STATE HWY. V  
GALENA MO. 65656

\* 6 DAYS/WK., 4 HRS. PER DAY



11/30/2011

BARBARA GALE

POB 6  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations

Docket: 1377998 - 65728

Item Nbr: 20

Page Nbr: 22

300 W Pershing Rd suite 210  
Kansas City , MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons

☐ Business-related reasons

☒ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
p. Public bulletin board	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

r. Other

☐ ☐ ☐ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
usps.com website	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Stamps by Mail	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Stamps by Phone	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Stamps Online	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Click-N-Ship	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Buy stamps or mail packages at grocery or other retail store	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

4. Do you currently use local businesses in the community?

☐ YES ☐ NO *N/A*

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☐ NO *N/A*

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO *N/A*

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

*This has been our address for many years and I do not want to change it. Also there are not any empty post boxes in Highlandville.*

Name:

*Barbara Hale*

Address:

*PO Box 6**Ponce De Leon, MO**65728*



11/30/2011

MARZEE GROBE

2954 GOFF CREEK RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000





11/30/2011

MARZEE ROBE

2954 GOFF CREEK RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silence at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



11/30/2011

MARZEE GROBE

2954 GOFF CREEK RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher". The signature is fluid and cursive, with the first name "Rick" and last name "Belcher" clearly distinguishable.

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons

☐ Business-related reasons

☒ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

r. Other

☐☒☐☐

## 3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES☒ NO

usps.com website

☐ YES☒ NO

Stamps by Mail

☒ YES☐ NO

Stamps by Phone

☐ YES☒ NO

Stamps Online

☐ YES☒ NO

Click-N-Ship

☐ YES☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES☒ NO

## 4. Do you currently use local businesses in the community?

☐ YES☐ NO

What businesses?

## 5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES☐ NO

## 6. Do you currently use businesses in nearby communities?

☒ YES☐ NO

## 7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES☐ NO

## 8. How do you currently receive your mail?

☒ Carrier☐ PO Box☐ OtherAdditional Comments: The post office is the only business left in town.Name: Marzee GrobeAddress: 2954 Geoff Creek Rd  
Ponce de Leon, MD  
65728-9111



11/30/2011

VIOLET DICKENSON  
1564 MEDICAL SPRINGS RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons

☐ Business-related reasons

☐ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

r. Other

☐ ☐ ☐ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES ☒ NO

usps.com website

☐ YES ☒ NO

Stamps by Mail

☐ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☒ NO

4. Do you currently use local businesses in the community?

☐ YES ☐ NO There are no local businesses

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☒ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

They help me pay my bills (write checks)

Name:

Violet Dickenson

Address:

1564 Medical Springs Rd.  
Gakna Mo 65728



11/30/2011

TOM & HELEN LITTLE  
2533 GOFF CREEK RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (813) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000





11/30/2011

TOM & HELEN LITTLE  
2533 GODD CREEK RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about an address change on your bank checks and stationery. Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at [usps.com](http://usps.com) or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher". The signature is fluid and cursive, with the first and last names being more prominent.

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



11/30/2011

TOM & HELEN LITTLE  
2533 GOFF CREEK RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher". The signature is fluid and cursive, with the first and last names being clearly legible.

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons

☐ Business-related reasons

☒ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ?
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

I do not want to have to change my address!

1. Other

☐ ☒ ☐ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES ☒ NO

usps.com website

☐ YES ☒ NO

Stamps by Mail

☐ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☒ NO4. Do you currently use local businesses in the community?☐ YES ☐ NO *There none*

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: Tom + Helen LittleAddress: 2533 Goff Creek Rd  
Ponce De Leon, mo  
65728

I like the convenience of being able to drop my letters, bills, etc. off on my way to school daily. The lobby is always open so I do not have to leave bills in my mail box for someone to steal my checks. Highlandville is 6 miles from our house and I teach at Abesville. The opposite direction. Spokane is also the opposite direction. It would be a big inconvenience to me for the Ponce de Leon office to close.



11/30/2011

JOYCE DICKSON

POB 53  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

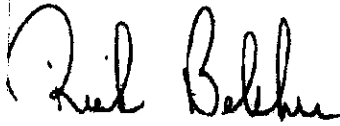
#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silence at (913) 782-3765.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher". The signature is written in a cursive, flowing style.

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City , MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?
- ☐ Personal reasons ☐ Business-related reasons ☒ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

r. Other

☐ ☐ ☐ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES ☒ NO

usps.com website

☐ YES ☒ NO

Stamps by Mail

☐ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☒ NO

4. Do you currently use local businesses in the community?

☐ YES ☒ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☒ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Name: Joyce M. Dickson

Address: PO Box 53 Ponce de Leon  
MO 65728





11/30/2011

DONALD & ARLENE BAKER  
3174 GOFF CREEK RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



11/30/2011

DONALD & ARLENE BAKER  
3174 GOFF CREEK RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about nonpostal services. Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher". The signature is fluid and cursive, with the first name "Rick" and last name "Belcher" clearly distinguishable.

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

✓ ☒ Personal reasons ☐ Business-related reasons ☐ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ?
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

r. Other

☐ ☐ ☐ ☐

## 3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES ☒ NO

usps.com website

☐ YES ☒ NO

Stamps by Mail

☐ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☒ NO

## 4. Do you currently use local businesses in the community?

☒ YES ☐ NO

## 5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☒ YES ☐ NO

## 6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

## 7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

## 8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: Donald H and Arlene M. BakerAddress: 3174 Hoff Cr. RdPonce de Leon, MoClifford D. Baker - same address65728



11/30/2011

DXIE MITCHELL

2534 GOFF CREEK RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher". The signature is fluid and cursive, with the first name "Rick" and last name "Belcher" clearly distinguishable.

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons

☐ Business-related reasons

☐ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

#### Postal Services

Daily Weekly Monthly Never

a. Buying Stamps

☐ ☐ ☒ ☐

b. Mailing Letters

☐ ☐ ☒ ☐

c. Mailing Parcels

☐ ☐ ☐ ☒

d. Pick up Post Office box mail

☐ ☐ ☐ ☒

e. Pick up general delivery mail

☐ ☐ ☐ ☒

f. Buying money orders

☐ ☐ ☐ ☒

g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation

☐ ☐ ☐ ☒

h. Sending Express Mail

☐ ☐ ☐ ☒

i. Sending Priority Mail

☐ ☐ ☐ ☒

j. Carrier pickup

☐ ☐ ☐ ☒

k. Buying stamp-collecting material

☐ ☐ ☐ ☒

l. Entering permit or bulk mailings

☐ ☐ ☐ ☒

m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)

☐ ☐ ☐ ☒

n. School bus stop

☐ ☐ ☐ ☒

o. Assisting senior citizens, persons with disabilities, etc.

☐ ☐ ☐ ☒

p. Public bulletin board

☐ ☐ ☐ ☒

q. Community gathering place

☐ ☐ ☐ ☒

r. Other

☐ ☐ ☐ ☒

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
usps.com website	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Stamps by Mail	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Stamps by Phone	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Stamps Online	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Click-N-Ship	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Buy stamps or mail packages at grocery or other retail store	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

4. Do you currently use local businesses in the community?

☐ YES ☒ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: Debra Mitchell

Address: 2534 N. Park Rd  
Ponce de Leon, MO 65728



11/30/2011

TIM & TERRY RUSSELL

2608 GOFF CREEK RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher". The signature is fluid and cursive, with the first name "Rick" and last name "Belcher" clearly distinguishable.

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000





### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons

☒ Business-related reasons

☐ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

r. Other

☐☐☐☒

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☒ YES

☐ NO

usps.com website

☐ YES

☒ NO

Stamps by Mail

☐ YES

☒ NO

Stamps by Phone

☐ YES

☒ NO

Stamps Online

☐ YES

☒ NO

Click-N-Ship

☐ YES

☒ NO

Buy stamps or mail packages at grocery or other retail store

☒ YES

☐ NO

4. Do you currently use local businesses in the community?

☐ YES

☒ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES

☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES

☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES

☐ NO

8. How do you currently receive your mail?

☒ Carrier

☐ PO Box

☐ Other

Additional Comments:

Name: Tim + Terry Russell

Address: 2608 Goff Creek Rd

Ponce De Leon mu  
65728



11/30/2011

JOHNNY WALKER

377 PALM RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons

☐ Business-related reasons

☒ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

r. Other

☐ ☐ ☐ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
usps.com website	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Stamps by Mail	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Stamps by Phone	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Stamps Online	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Click-N-Ship	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
Buy stamps or mail packages at grocery or other retail store	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☒ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: Johnny Walker

Address: 377 Palm Rd.



11/30/2011

CLIFF JONES

233 PONCE RD  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

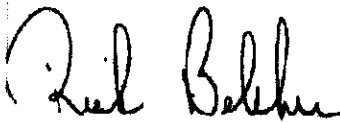
#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3785.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher". The signature is fluid and cursive, with the first name "Rick" and last name "Belcher" clearly distinguishable.

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City , MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons

☐ Business-related reasons

☐ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



r. Other

☐ ☐ ☐ ☐

## 3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES ☒ NO

usps.com website

☐ YES ☒ NO

Stamps by Mail

☐ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☒ NO

## 4. Do you currently use local businesses in the community?

☒ YES ☐ NO

## 5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☒ NO

## 6. Do you currently use businesses in nearby communities?

☐ YES ☒ NO

## 7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☒ NO

## 8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

(disabled)

Additional Comments:

I am a retired vietnam veteran and I don't have the energy or physical ability to

Name: Cliff JonesAddress: 233 Ponce Rd Ponce De Leon

go very far. The Ponce Post Office is right around the corner is very convenient for me and helps me out a lot.

MD  
105728



11/30/2011

DONNA SCHULZ

POB 58  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about reducing/alternating the number of hours the post office operates. Hours are determined by the workload at the post office.
- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about an address change on your bank checks and stationery. Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at [usps.com](http://usps.com) or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (813) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons

☐ Business-related reasons

☒ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*I will be doing anything I need to do at the Ponce de Leon Post Office. Please reconsider closing & understand the hours! 5 or 6 days a week. Please!*

*Sharon Schults*

r. Other

☐ ☐ ☐ ☐

## 3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES ☐ NO

usps.com website

☐ YES ☐ NO

Stamps by Mail

☐ YES ☐ NO

Stamps by Phone

☐ YES ☐ NO

Stamps Online

☐ YES ☐ NO

Click-N-Ship

☐ YES ☐ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☐ NO

## 4. Do you currently use local businesses in the community?

☒ YES ☐ NO

## 5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☒ NO

## 6. Do you currently use businesses in nearby communities?

☒ YES ☐ NO

## 7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES☒ NO

Due to roads + weather conditions

## 8. How do you currently receive your mail?

☐ Carrier☒ PO Box☐ Other

Additional Comments:

I am new to the area. I moved from  
 Stratford, Mo. I am 72 yrs old. My pharmacist is in  
 Spfld. They mail my medicines regularly to my PO Box  
 5313 - Highway 38, Highway

Name:

Donna M Schulz

Address:

PO Box 58, Ponce de Leon

I have narcolepsy and anxiety, some are  
 controlled. I do not think it wise to have  
 them delivered by reg. mail box. I will be  
 using the Post Office for all my needs, for sending  
 parcels, certified mail, money orders. My checks  
 have my new PO Box number. It would be very  
 inconvenient for me. Much more could be said about this.



11/30/2011

JOY BRADFORD

1470 MEDICAL SPRINGS RD  
GALENA MO 65656

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Ponce De Leon Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

If it is determined that a discontinuance of the Ponce De Leon Post Office should be pursued, a formal proposal will be posted in the Highlandville Post Office, Spokane Post Office and Ponce De Leon Post Office at a later date. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink that reads "Rick Belcher".

RICK BELCHER  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000

## Postal Service Customer Questionnaire

ons are important to the US Postal Service and will be considered in the feasibility  
e. Please take a few minutes to complete this survey and return it no later than

09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons

☐ Business-related reasons

☐ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
q. Community gathering place	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

alternative methods to conduct business with the Postal Service?

work or shop

☒ YES ☐ NO

usps.com website

☐ YES ☒ NO

Stamps by Mail

☐ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☒ NO

4. Do you currently use local businesses in the community?

☒ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☒ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☒ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☒ YES ☐ NO

8. How do you currently receive your mail?

☒ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name:

Joy Bradford

Address:

1470 Medical Spys Rd.  
GALENA, MO 65656



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons

☐ Business-related reasons

☒ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



r. Other

☐ ☐ ☐ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
usps.com website	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Stamps by Mail	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Stamps by Phone	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Stamps Online	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Click-N-Ship	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Buy stamps or mail packages at grocery or other retail store	<input type="checkbox"/> YES	<input type="checkbox"/> NO

4. Do you currently use local businesses in the community?

☐ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

*Jeannette Bruffet*



### Postal Service Customer Questionnaire

Your responses to the following questions are important to the US Postal Service and will be considered in the feasibility study for the Ponce de Leon Post Office. Please take a few minutes to complete this survey and return it no later than 09/09/2011 in the postage-paid envelope provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☒ Personal reasons

☐ Business-related reasons

☐ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

#### Postal Services

Daily Weekly Monthly Never

a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Sending Priority Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
j. Carrier pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
k. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
l. Entering permit or bulk mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
n. School bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
o. Assisting senior citizens, persons with disabilities, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
p. Public bulletin board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
q. Community gathering place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

r. Other

☐ ☐ ☐ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES ☐ NO

usps.com website

☐ YES ☐ NO

Stamps by Mail

☐ YES ☐ NO

Stamps by Phone

☐ YES ☐ NO

Stamps Online

☐ YES ☐ NO

Click-N-Ship

☐ YES ☐ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☐ NO

4. Do you currently use local businesses in the community?

☐ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

r. Other

☐ ☐ ☐ ☐

3. Do you ever use any of the following alternative methods to conduct business with the Postal Service?

Post Office in vicinity of where you work or shop

☐ YES ☒ NO

usps.com website

☐ YES ☒ NO

Stamps by Mail

☐ YES ☒ NO

Stamps by Phone

☐ YES ☒ NO

Stamps Online

☐ YES ☒ NO

Click-N-Ship

☐ YES ☒ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☒ NO

4. Do you currently use local businesses in the community?

☐ YES ☒ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☒ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☒ NO

8. How do you currently receive your mail?

☐ Carrier ☒ PO Box ☐ Other

Additional Comments:

Having the Ponce de Leon Post Office is nice for the community. It is difficult to get out to even Highland Lake in certain times of the season due to inclement weather.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

**Postal Service Customer Questionnaire**

Postal services are important to the US Postal Service and will be considered in the feasibility study. Please take a few minutes to complete this survey and return it no later than the date provided.

The study consists of a publicly available record, so please be advised that any information that you furnish will be visible to others.

1. Do you visit the Ponce de Leon Post Office for personal reasons, business-related reasons, or both?

☐ Personal reasons

☒ Business-related reasons

☐ Both

2. Please check the appropriate box to indicate whether you use the Ponce de Leon Post Office for each of the following:

**Postal Services**

a. Buying Stamps

b. Mailing Letters

c. Mailing Parcels

d. Pick up Post Office box mail

e. Pick up general delivery mail

f. Buying money orders

g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation

h. Sending Express Mail

i. Sending Priority Mail

j. Carrier pickup

k. Buying stamp-collecting material

l. Entering permit or bulk mailings

m. Obtaining other federal agency forms (e.g., Selective Service, Duck Stamps, Passport Applications)

n. School bus stop

o. Assisting senior citizens, persons with disabilities, etc.

p. Public bulletin board

q. Community gathering place

**Daily Weekly Monthly Never**

☐ ☐ ☒ ☐

☐ ☒ ☐ ☐

☐ ☐ ☒ ☐

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

☐ ☐ ☒ ☐

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

☐ ☐ ☒ ☐

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

☐ ☐ ☐ ☒

Docket: 1377998-65728

Item Nbr: 20

Page Nbr: 12

alternative methods to conduct business with the Postal Service?

work or shop

☐ YES ☐ NO

usps.com website

☐ YES ☐ NO

Stamps by Mail

☐ YES ☐ NO

Stamps by Phone

☐ YES ☐ NO

Stamps Online

☐ YES ☐ NO

Click-N-Ship

☐ YES ☐ NO

Buy stamps or mail packages at grocery or other retail store

☐ YES ☐ NO

4. Do you currently use local businesses in the community?

☐ YES ☐ NO

5. If you answered "yes" in Question 4, would you continue to use these businesses if the Ponce de Leon Post Office is discontinued?

☐ YES ☐ NO

6. Do you currently use businesses in nearby communities?

☐ YES ☐ NO

7. Do you have a means of transportation available to get to another Post Office in the vicinity?

☐ YES ☐ NO

8. How do you currently receive your mail?

☐ Carrier ☐ PO Box ☐ Other

Additional Comments:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

### Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the PONCE DE LEON Post Office on 08/16/2011. Additionally, during the survey period, questionnaires were available at the PONCE DE LEON Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	48
Favorable to proposal	0
Unfavorable to proposal	4
Expressing no opinion	13
Total questionnaires received	17

## Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

### PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

### PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

### SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

### HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

2. Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

3. Concern (No Opinion):

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

4. Concern (Unfavorable):

Customer suggested reducing/alternating the number of hours the post office operates.

Response:

Hours are determined by the workload at the post office.

5. Concern (Unfavorable):

Customers were concerned why the postmaster position was not filled.

Response:

All management positions were frozen in anticipation of the reorganization efforts.

6. Concern (Unfavorable):

Customers were concerned about having to make an address change on their bank checks and stationery.

Response:

Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at usps.com or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.



7. Concern (UnFavorable):

Customers were concerned about having to travel to another Post Office for service.

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

8. Concern (UnFavorable):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

9. Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier.

Response:

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

10. Concern (UnFavorable):

Customers were concerned about obtaining services from the carrier.

Response:

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

**Nonpostal Concerns**

The following nonpostal concerns were expressed

1. Concern (No Opinion):

Customer expressed a concern about nonpostal services.

Response:

Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.

2. Concern (No Opinion):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

3. Concern (No Opinion):

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

4. Concern (Unfavorable):

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

1. **Concern (UnFavorable):**  
Customers were concerned about the limited hours of operation at the Post Office.  
**Response:**  
Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail.
2. **Concern (UnFavorable):**  
Customers expressed concern about the loss of community name and Zip Code.  
**Response:**  
Customers that elect to receive their mail on the route that serves the community will continue to use the community name in their last line address. The Postal Service is helping to preserve the community name by continuing the use of the community name in addresses.
3. **Concern (UnFavorable):**  
Customers were concerned about senior citizens.  
**Response:**  
Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
4. **Concern (UnFavorable):**  
Customers were concerned about a possible address change.  
**Response:**  
There will be no change in customer addresses.
5. **Concern (UnFavorable):**  
Customer expressed a concern about package delivery and pickup.  
**Response:**  
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
6. **Concern (UnFavorable):**  
Customers were concerned about having to travel to another Post Office for service.  
**Response:**  
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.
7. **Concern (UnFavorable):**  
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.  
**Response:**  
Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
8. **Concern (UnFavorable):**  
Customers expressed concern about having to erect a rural mailbox.  
**Response:**  
Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

9. **Concern (UnFavorable):**  
Customer expressed a concern about the length of time it took to forward your mail.  
**Response:**  
Customers may change their address online at usps.com or pick up address change packets at the Post Office. As correspondents use their correct mailing address there will no longer be a requirement that your mail goes through our forwarding system.
10. **Concern (UnFavorable):**  
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.  
**Response:**  
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
11. **Concern (UnFavorable):**  
Customers asked why their Post Office was being discontinued while others were retained.  
**Response:**  
Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
12. **Concern (UnFavorable):**  
Customers were concerned about obtaining services from the carrier.  
**Response:**  
Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

#### **Nonpostal Concerns**

1. **Concern (UnFavorable):**  
Customers were concerned about the loss of a gathering place and an information center.  
**Response:**  
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
2. **Concern (UnFavorable):**  
Customers expressed concern for loss of community identity.  
**Response:**  
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.



Date of Removal: 11/01/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE PONCE DE LEON, MO POST OFFICE  
AND ESTABLISH  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE



To the customers of the Ponce De Leon Post Office:

The Postal Service is considering the close of the Ponce De Leon Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 08/31/2011 through 11/01/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Ponce De Leon Post Office and Highlandville Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JOANNE DEAN  
300 W PERSHING RD SUITE 210  
KANSAS CITY, MO 64108-9000

For more information, you may call JOANNE DEAN at (816) 374-9686 or write to the above address.

Thank you for your assistance.

RICK BELCHER  
300 W PERSHING RD SUITE 210  
KANSAS CITY, MO 64108-9000

Docket: 1377998-65728

Item Nbr: 23

Page Nbr: 2

Date of Posting: 08/31/2011



Date of Removal: 11/01/2011



PROPOSAL TO CLOSE  
THE PONCE DE LEON, MO POST OFFICE  
AND ESTABLISH  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located six miles away.

The office is being studied for possible closing or consolidation due to the following reasons: Due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office that can provide the sale of stamps and the mailing of most package items.

The Post Office facility had several building deficiencies that included: No structural defects known. The Ponce De Leon Post Office provides retail service from 830 to 1230 Monday through Friday and 830 to 1230 on Saturday. Over the past several years there has been a decline in the amount of walk in revenue generated.

The revenue trend is as follows: FY 07 \$ 13,312, FY 08 \$ 12,288, FY 09 \$ 13,645 and FY 10 \$ 11,981.

On August 30, 2011, representatives from the Postal Service were available at Ponce de Leon Community Center to answer questions and provide information to customers.

On or about August 19, 2011, questionnaires were distributed to delivery customers of the Ponce De Leon Post Office. Questionnaires were also available over the counter for retail customers at the Ponce De Leon Post Office.

If this proposal is implemented, delivery and retail services will be provided by the Highlandville Post Office, an EAS-15 level office. Window service hours at the Highlandville Post Office are from 830 to 1100 - 1215 to 1545, Monday through Friday, and 815 to 915 on Saturday.

### Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

### Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Ponce De Leon is an unincorporated community located in Stone County. The community is administered politically by . Police protection is provided by the Stone County Sheriff. Fire protection is provided by the Abesville Volunteer Fire Department. The community is comprised of Farmers and communiter, no new business activity and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ponce De Leon Post Office will be available at the Highlandville Post Office. Government forms normally provided by the Post Office will also be available at the Highlandville Post Office or by contacting your local government agency.

This Ponce De Leon Post Office is not listed as a historic landmark. The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community and every effort will be made to maintain the identity.

## III. EFFECT ON EMPLOYEES



ne vacant when the postmaster is reassigned on January 01, 2012. Finally there are 1 PMR(s) may be separated from the Postal Service.

The Postal Service estimates a ten year savings of \$ 384,324 with a breakdown as follows:

Building Maintenance	\$ 0
Utilities	\$ 11,828
Transportation	\$ 0
EAS Craft & Labor	\$ 449,703
Contracts	\$ 0
Rent	\$ 27,010
Relocation One-Time Cost	\$ 0
Total Ten Year Savings	\$ 384,324

#### V. OTHER FACTORS

#### VI. SUMMARY

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located six miles away.

The 1 PMR(s) assigned to this unit may be separated from the Postal Service. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ponce De Leon Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 20 delivery route customers.

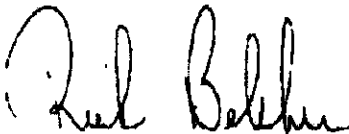
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$ 384,324 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

#### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ponce De Leon Post Office and Highlandville Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



08/31/2011 Date

RICK BELCHER  
Manager, Post Office Operations

Docket: 1377998-65728  
Item Nbr: 23  
Page Nbr: 5

Docket: 1377998-65728  
Item Nbr: 23  
Page Nbr: 5

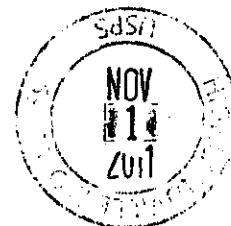
Date of Posting 08/31/2011

Date of Removal 11/01/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE PONCE DE LEON, MO POST OFFICE  
AND ESTABLISH  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE



To the customers of the Ponce De Leon Post Office

The Postal Service is considering the close of the Ponce De Leon Post Office for reasons stated in the accompanying proposal

During the 60-day posting period from 08/31/2011 through 11/01/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Ponce De Leon Post Office and Highlandville Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to

JOANNE DEAN  
300 W PERSHING RD SUITE 210  
KANSAS CITY, MO 64108-9000

For more information, you may call JOANNE DEAN at (816) 374-9686 or write to the above address.

Thank you for your assistance

RICK BELCHER  
300 W PERSHING RD SUITE 210  
KANSAS CITY, MO 64108-9000

Docket: 1377998-65728

Item Nbr: 23

Page Nbr: 6

Date of Posting: 08/31/2011



Date of Removal: 11/01/2011



PROPOSAL TO CLOSE  
THE PONCE DE LEON, MO POST OFFICE  
AND ESTABLISH  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

## **I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS**

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located six miles away.

The office is being studied for possible closing or consolidation due to the following reasons: Due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office that can provide the sale of stamps and the mailing of most package items.

The Post Office facility had severe building deficiencies that included: No structural defects known. The Ponce De Leon Post Office provides retail service from 830 to 1230 Monday through Friday and 830 to 1230 on Saturday. Over the past several years there has been a decline in the amount of walk in revenue generated.

The revenue trend is as follows: FY 07 \$ 13,312, FY 08 \$ 12,288, FY 09 \$ 13,645 and FY 10 \$ 11,981.

On August 30, 2011, representatives from the Postal Service were available at Ponce de Leon Community Center to answer questions and provide information to customers.

On or about August 19, 2011, questionnaires were distributed to delivery customers of the Ponce De Leon Post Office. Questionnaires were also available over the counter for retail customers at the Ponce De Leon Post Office.

If this proposal is implemented, delivery and retail services will be provided by the Highlandville Post Office, an EAS-15 level office. Window service hours at the Highlandville Post Office are from 830 to 1100 - 1215 to 1545, Monday through Friday, and 815 to 915 on Saturday.

### **Some advantages of the proposal are:**

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

### **Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Ponce De Leon is an unincorporated community located in Stone County. The community is administered politically by . Police protection is provided by the Stone County Sheriff. Fire protection is provided by the Abesville Volunteer Fire Department. The community is comprised of Farmers and commuter, no new business activity and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ponce De Leon Post Office will be available at the Highlandville Post Office. Government forms normally provided by the Post Office will also be available at the Highlandville Post Office or by contacting your local government agency.

This Ponce De Leon Post Office is not listed as a historic landmark. The community name will be maintained for customer addressing, and the Zip Code is not expected to change.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community and every effort will be made to maintain the identity.

## **III. EFFECT ON EMPLOYEES**

ie vacant when the postmaster is reassigned on January 01, 2012. Finally there are 1 PMR(s) may be separated from the Postal Service.

#### IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of \$ 384,324 with a breakdown as follows.

Building Maintenance	\$ 0
Utilities	\$ 11,828
Transportation	\$ 0
EAS Craft & Labor	\$ 449,703
Contracts	\$ 0
Rent	\$ 27,010
Relocation One-Time Cost	\$ 0
Total Ten Year Savings	\$ 384,324

#### V. OTHER FACTORS

#### VI. SUMMARY

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located six miles away.

The 1 PMR(s) assigned to this unit may be separated from the Postal Service. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ponce De Leon Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 20 delivery route customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$ 384,324 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

#### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ponce De Leon Post Office and Highlandville Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



08/31/2011 Date

RICK BELCHER  
Manager, Post Office Operations

Date of Removal: 11/01/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE PONCE DE LEON, MO POST OFFICE  
AND ESTABLISH  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE



To the customers of the Ponce De Leon Post Office

The Postal Service is considering the close of the Ponce De Leon Post Office for reasons stated in the accompanying proposal

During the 60-day posting period from 08/31/2011 through 11/01/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Ponce De Leon Post Office and Highlandville Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to

JOANNE DEAN  
300 W PERSHING RD SUITE 210  
KANSAS CITY, MO 64108-9000

For more information, you may call JOANNE DEAN at (816) 374-9686 or write to the above address.

Thank you for your assistance.

A handwritten signature in cursive script, appearing to read "Rick Belcher".

RICK BELCHER  
300 W PERSHING RD SUITE 210  
KANSAS CITY, MO 64108-9000

Docket: 1377998-65728

Item Nbr: 23

Page Nbr: 10

Date of Posting: 08/31/2011



Date of Removal: 11/01/2011



PROPOSAL TO CLOSE  
THE PONCE DE LEON, MO POST OFFICE  
AND ESTABLISH  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The office is being studied for possible closing or consolidation due to the following reasons; Due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office that can provide the sale of stamps and the mailing of most package items.

The Post Office facility had severe building deficiencies that included: No structural defects known. The Ponce De Leon Post Office provides retail service from 830 to 1230 Monday through Friday and 830 to 1230 on Saturday. Over the past several years there has been a decline in the amount of walk in revenue generated.

The revenue trend is as follows: FY 07 \$ 13,312, FY 08 \$ 12,288, FY 09 \$ 13,645 and FY 10 \$ 11,981.

On August 30, 2011, representatives from the Postal Service were available at Ponce de Leon Community Center to answer questions and provide information to customers.

On or about August 19, 2011, questionnaires were distributed to delivery customers of the Ponce De Leon Post Office. Questionnaires were also available over the counter for retail customers at the Ponce De Leon Post Office.

If this proposal is implemented, delivery and retail services will be provided by the Highlandville Post Office, an EAS-15 level office. Window service hours at the Highlandville Post Office are from 830 to 1100 - 1215 to 1545, Monday through Friday, and 815 to 915 on Saturday.

Retail service is also available at the Spokane Post Office an EAS-13 level office, located five miles away. Window service hours at Spokane Post Office are from 800 to 1230 - 1300 to 1545, Monday through Friday and 900 to 1030 on Saturday. There are post office boxes available for rent.

### Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

### Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Ponce De Leon is an unincorporated community located in Stone County. The community is administered politically by . Police protection is provided by the Stone County Sheriff. Fire protection is provided by the Abesville Volunteer Fire Department. The community is comprised of Farmers and communter, no new business activity and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ponce De Leon Post Office will be available at the Highlandville Post Office. Government forms normally provided by the Post Office will also be available at the Highlandville Post Office or by contacting your local government agency.

This proposed office provides assistance to the senior and handicapped citizens Assists with filling out money orders and checks, putting on stamps and helping explain the forms and other written materials, and carry out packages. The rural carrier can assist with these tasks when they occur..

This Ponce De Leon Post Office is not listed as a historic landmark. The community name will be maintained for customer addressing, and the Zip Code is not expected to change.



id in the course of this discontinuance study, the Postal Service concludes this proposal will not  
nd every effort will be made to maintain the identity.

### III. EFFECT ON EMPLOYEES

The postmaster position will become vacant when the postmaster is reassigned on January 01, 2012. Finally there are 1 PMR(s) assigned to this unit. The PMR(s) may be separated from the Postal Service.

### IV. ECONOMIC SAVINGS

The Postal Service estimates a ten year savings of \$ 384,324 with a breakdown as follows:

Building Maintenance	\$ 0
Utilities	\$ 11,828
Transportation	\$ 0
EAS Craft & Labor	\$ 449,703
Contracts	\$ 0
Rent	\$ 27,010
Relocation One-Time Cost	\$ 0
Total Ten Year Savings	\$ 384,324

### V. OTHER FACTORS

### VI. SUMMARY

The Postal Service is proposing to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The 1 PMR(s) assigned to this unit may be separated from the Postal Service. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.

The Ponce De Leon Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 20 delivery route customers.

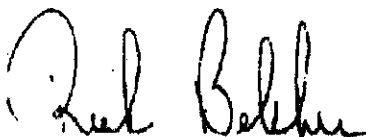
There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$ 384,324 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ponce De Leon Post Office, Spokane Post Office and Highlandville Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



RICK BELCHER  
Manager, Post Office Operations

08/31/2011 Date

Docket: 1377998-65728

Item Nbr: 23

Page Nbr: 13

**A. Office**

Name: PONCE DE LEON State: MO Zip Code: 65728  
Area: WESTERN District: MID-AMERICA PFC  
Congressional District: 7 County: STONE  
EAS Grade: 53 Finance Number: 288438  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 23. The round dated copies of the proposal have been received.

Prepared by: Kim Silance  
Title: MID-AMERICA PFC Post Office Review Coordinator  
Tele No: (913) 782-3785

Date: 11/30/2011  
Fax No: (913) 782-5643

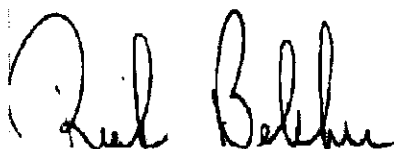
**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 10/26/2011

Postal Customers of the Ponce de leon Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Ponce de leon Post Office, which was posted 08/31/2011 through 11/01/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Ponce de leon Post Office who disagrees will have the right to appeal that decision to the Postal Rate Commission in Washington, DC.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher". The signature is fluid and cursive, with the first name "Rick" and last name "Belcher" clearly distinguishable.

RICK BELCHER  
300 W PERSHING RD SUITE 210  
KANSAS CITY , MO 64108-9000



11/30/2011

MICHELE SMITH

7506 STATE HWY V  
GALENA MO 65656

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ponce De Leon Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

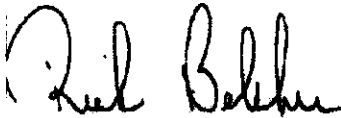
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated

place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.  
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher". The signature is fluid and cursive, with the first name "Rick" and last name "Belcher" clearly distinguishable.

Rick Belcher  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City , MO. 64108-9000



11/30/2011

MICHELE SMITH

798 STATE HWY V  
GALENA MO 65656

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ponce De Leon Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher". The signature is fluid and cursive, with a large initial "R" and "B".

Rick Belcher  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000

Services. Describe any favorable or unfavorable effects you believe the regularity or effectiveness of your postal services.

✓ IT WOULD TAKE AWAY A CONVENIENT WAY FOR US TO MAIL PERSONAL AND BUSINESS PACKAGES AND LETTERS. THE CLOSEST ALTERNATIVE POST OFFICE FOR THOSE OF US WHO LIVE FARTHER DOWN V HWY. IS GALENA (7 MILES FROM US) OR HIGHLANDVILLE (10 MILES) OR SPOKANE (NEARLY 9 MILES AWAY).

2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

✓ THIS WOULD DISSOLVE CLOSE COMMUNITY TIES OUR POSTMISTRESSES HAVE CREATED THROUGH THEIR CONSISTENT PRESENCE AT THE POST OFFICE. MANY WITH NO INTERNET (LIKE OUR ELDERLY AND WHO ARE UNABLE TO DRIVE SO FAR AND CROSS A BUSY HIGHWAY LIKE 160) WILL HAVE TO DEPEND ON OTHERS TO SHIP PACKAGES. IT WILL CHANGE OUR REASONS FOR STAYING HERE. THAT CONVENIENT POST OFFICE WAS ONE REASON WE CHOSE TO LIVE

3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

IT SEEMS LIKE THE POST OFFICE'S PRESENCE IN SMALL COMMUNITIES LIKE OURS IS AN ADVANTAGE. ESTABLISH OUR HOME OFFICE IN THIS COMMUNITY. I WISH THEY WOULD PLAY UP THAT STRENGTH IN THEIR ADVERTISING. INSTEAD WE GET ADVERTISEMENTS FROM USPS URGING US "DON'T GO TO THE POST OFFICE" (TRADE-MARKED PHRASE)

MICHELE S. SMITH

Name of Postal Customer

Signature of Postal Customer

7596 STATE HWY. V --- ALSO P.O. BOX 7 PONCE DE LEON, MO. 65728

Mailing Address

GALENA MO. 65656

City, State, and ZIP Code

10/27/11

Date



11/30/2011

BETTY SUE LITTLE

1210 MEDICAL SPRINGS RD  
GALENA MO 65656

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ponce De Leon Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.


- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.



If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher". The signature is fluid and cursive, with the first name "Rick" and last name "Belcher" clearly distinguishable.

Rick Belcher  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City , MO, 64108-9000

## Optional Comment Form

to make concerning the proposed discontinuance of the PONCE DE

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

✓ Probably will not affect my mail delivery, but would ~~restrict~~ the convenience of mailing pkgs etc. I am 69 years old and my husband is 72. He has restricted driving, and ~~could~~ would not be able to drive a distance to do any special mailing.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

✓ Many retired and older people live within a two to three mile radius of Ponce de Leon Post office and would have to drive 5 to 7 miles to another Post office. The convenience of being able to mail packages, certified mail and other special mailings locally would be eliminated.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

✓ I don't know the deficit Ponce is under but I think the monetary savings on this Post Office would be minable compared to the inconvenience it would create for its Customers.

Betty Sue Little  
Name of Postal Customer

Betty Sue Little  
Signature of Postal Customer

1210 MEDICAL SPRINGS ROAD  
Mailing Address

GALENA MD 65656  
City, State, and ZIP Code

9-7-11  
Date



11/30/2011

ROBIN CARGILL

POB 38  
PONCE DE LEON MO 65728

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ponce De Leon Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.
- You expressed a concern about the loss of the bulletin board at the Post Office. Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about reducing/alternating the number of hours the post office operates. Hours are determined by the workload at the post office.
- You expressed a question about which office the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher".

Rick Belcher  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City, MO, 64108-9000

Optional Comment Form  
to make concerning the proposed discontinuance of the PONCE DE

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Ponce Post Office is 1.5 miles from my home. I use a P.O. box for security reasons. I live on a lonely stretch of Hwy. V. and do not have a box at my residence. I don't use computers for the same reason. To minimize my exposure to identity theft.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The post office is a community communication center. Bulletin board & chance meetings bring the area closer as neighbors. Perhaps Ponce Post Office could be the (HUB) of a given geographical area so that a route & driver could also run the P.O.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. 2 hrs/day

Saturday service is vital for those who work Mon - Fri 8-5. 3 days/week? Route driver could post delivery @ P.O. boxes w/o opening for business.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date

Why is Galena route on the other side of the street from the Ponce P.O.?



11/30/2011

VIOLET DICKENSON

1564 MEDICAL SPRINGS RD  
GALENA MO 65656

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Ponce De Leon Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about the loss of the Communities' Identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

#### **PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### **PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

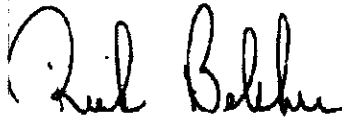
#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- You expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.  
If you have additional questions or comments, please feel free to contact Kim Silance at (913) 782-3765.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Belcher". The signature is written in a cursive, flowing style.

Rick Belcher  
Manager, Post Office Operations  
300 W Pershing Rd suite 210  
Kansas City , MO, 64108-9000

**Optional Comment Form**  
to make concerning the proposed discontinuance of the PONCE DE

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
- ✓ I am 86 years old and it is much easier to go 1/4 mile down the road to get help with my check writing than to go nearly 1/4 mile round trip. ~~and~~
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
- ✓ Since this is the only thing here in the community it would be the final death blow to Ponce De Leon. ~~It~~ It serves as a place where you see others and can exchange information and visit.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.
- There has been a Post office here since 1881. Nearly all post offices lose money so it is unfair to close our rural offices because they lose money.

Violet Dickenson  
Name of Postal Customer

Violet W. Dickenson  
Signature of Postal Customer

1564 Medical Springs Rd  
Mailing Address

Galena MO 65656  
City, State, and ZIP Code

9-1-2011  
Date

## Analysis of 60-Day Posting Comments

Number of comments returned	
Total questionnaires distributed	4
Favorable comments	0
Unfavorable comments	4
No opinion expressed	0
Total comments returned	4

### Postal Concerns

The following postal concerns were expressed

1. **Concern (UnFavorable):**  
Customer expressed a concern about package delivery and pickup.  
**Response:**  
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
2. **Concern (UnFavorable):**  
Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices.  
**Response:**  
The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.
3. **Concern (UnFavorable):**  
Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.  
**Response:**  
The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.
4. **Concern (UnFavorable):**  
Customer suggested reducing/alternating the number of hours the post office operates.  
**Response:**  
Hours are determined by the workload at the post office.
5. **Concern (UnFavorable):**  
Customer was concerned about identity theft.  
**Response:**  
There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.
6. **Concern (UnFavorable):**  
Customers asked why their Post Office was being discontinued while others were retained.  
**Response:**  
Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
7. **Concern (UnFavorable):**  
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.  
**Response:**  
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
8. **Concern (UnFavorable):**  
Customers felt the route should emanate from a different office than the one proposed because that office is closer.  
**Response:**  
The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.
9. **Concern (UnFavorable):**  
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.  
**Response:**



Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

10. **Concern (UnFavorable):**  
Customers were concerned about having to travel to another Post Office for service.

**Response:**

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

11. **Concern (UnFavorable):**  
Customers were concerned about mail security.

**Response:**

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

12. **Concern (UnFavorable):**  
Customers were concerned about obtaining services from the carrier.

**Response:**

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

13. **Concern (UnFavorable):**  
Customers were concerned about senior citizens.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

**Nonpostal Concerns**

The following nonpostal concerns were expressed

1. **Concern (UnFavorable):**  
Customer expressed a concern about the loss of the community bulletin board at the Post Office.

**Response:**

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.

2. **Concern (UnFavorable):**  
Customers expressed concern for loss of community identity.

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

3. **Concern (UnFavorable):**  
Customers felt the loss of a Post Office would have a detrimental effect on the business community.

**Response:**

Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

4. **Concern (UnFavorable):**  
Customers were concerned about the loss of a gathering place and an information center.

**Response:**

Residents may continue to meet informally, socialize, and share information at the other businesses, churches

Docket: 1377998 - 65728  
Item Nbr: 26  
Page Nbr: 3

END TRANSMISSION AT 1011.

CH106637655

MR. MARK MARTINEZ / GAIL HENDRIX  
MID-AMERICA DISTRICT MANAGER  
CUSTOMER SERVICE AND SALES  
UNITED STATES POSTAL SERVICE  
300 W PERSHING ROAD SUITE 210  
KANSAS CITY, MO 64108-9000

We, the citizens and customers of the **Ponce De Leon, MO 65728** Post Office hereby protest any change in the present status of our post office.

It is our desire to retain our post office at its present status – a United States post office operated by a postmaster and career postal employees.

We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivery and sending the mail, particularly accountable mail. We are especially concerned over the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.

We do not feel your proposals meet these criteria.

Sincerely,

Customers of the **Ponce De Leon** Post Office:

2007

**Ponce De Leon, MO 65725**

Signature	Print Name	Address	Date Signed
1. Betty Sue Little	Betty Sue Little	1210 MEDICAL SPRINGS RD. GALENA, MO 65656	8-30-11
2. Hubert J. Little	Hubert J. Little	1210 MED. SPRINGS RD GALENA, MO 65656	8-30-11
3. Phil Cowgill	Robin Cowgill	PO BOX 38 Ponce de Leon MO 65728	9-10-11
4. Joyce M. Dickson	Joyce M. Dickson	PO BOX 53 Ponce de Leon MO	9-10-11
5. Michael E. Dickson	Michael E. Dickson	PO BOX 53 Ponce de Leon MO 65728	9-10-11
6. Deborah Essick	Deborah Essick	271 LORENS CANYON HIGHLANDVILLE MO 65669	9-10-11
7. Bill Essick	Bill Essick	271 Loren Lane Highlandville MO	9-10-11
8. Robin Tave	Robin Tave	PO BOX 18 Ponce de Leon	9-12-11
9. Michele Smith	Michele Smith	PO BOX 7 Ponce de Leon MO 65728	9-12-11

**Ponce De Leon, MO 65728**

Signature	Print Name	Address	Date Signed
La Donna Munholland	La Donna Munholland	211 Ponce Rd Ponce De Leon, MO.	9-7-2011
Marshall McCure	Marshall McCure	20149 / Road Interla Mo. Medical Springs rd.	9-6-11
Keet Short	Keet Short	3515 STATE Hwy 2 GALENA MO.	9-6-11
Chris Dowdle	Chris Dowdle	1744 medical springs rd medical springs, Galena Mo 65656	9-6-11
Kim Dowdle	Kim Dowdle	1744 medical springs rd. Galena, MO. 65656	9-6-11
Bob Bruffett	Bob Bruffett	1786 Medical Springs Rd. Galena MO 65656	9-6-11
Jeanette Bruffett	Jeanette Bruffett	1788 Medical Springs Rd. Galena	9-6-11
Rose Gentry	Rose Gentry	2220 medical springs Galena Mo	9/6/11
Colby Gentry	Colby Gentry	2220 medical springs Galena Mo	9/6/11

**Ponce De Leon, MO 65728**

Signature	Print Name	Address	Date Signed
Sharon Sigler	Sharon Sigler	2610 Medical Springs 89220	9-5-11
Donald Taylor	Don Taylor	2605 Medical Springs	9-5-11
Cathy Boyd	Cathy Boyd	2605 Medical Springs	9-5-11
Cherry Russell	Terry Russell	2008 Golf Creek Rd Ponce De Leon MO 65728	9-5-11
Regina Fox	JACKIE McFARLAND	Box 51 Ponce De Leon	9-6-11
Regina Fox	Regina Fox	87 Rockhouse Rd.	9-6-11
James R. Fox	JIM FOX	87 Rockhouse Road	9-6-11
Sherry Allen	Sherry Allen	3426 Pleasantview Rd	9-6-11
Leon Allen	Leon Allen	3426 Pleasantview Rd	9-6-11

Highlandville MO

Ponce De Leon, MO 65728










Signature	Print Name	Address	Date Signed
28. Brandee Arnold	Brandee Arnold	2627 Medical Springs Rd. Galena, MO 65656	Sept. 6 2011
29. Rebecca Facas	REBECCA FACAS	2697 Medical Springs Rd Galena MO 65656	9.6.11
30. Angie Bond	Angie Bond	283 Ponce Road Ponce De Leon MO 65728	9-6-11
31. Tabettha Raczak	Tabetha Raczak	2873 medical springs Galena MO 65656	9-6-11
32. Mary Walker	Mary Walker	P.O. Box 56 Ponce De Leon, Mo. 65728	9-16-11
33. James Walker	James Walker	P.O. Box 56 Ponce De Leon, MO. 65728	9-16-11
34. Eddie Walker	Eddie Walker	P.O. Box 56 Ponce de Leon, 65728	9-6-11
35. Kevin Zeigler	KEVIN ZEIGLER	P.O. Box 233 PONCE DE LEON 65728	9-6-11
36. Fonda Maples	Fonda Maples	PO Box 1 Ponce De Leon MO 65728	9-6-11

**Ponce De Leon, MO 65728**

Signature	Print Name	Address	Date Signed
37. <i>Brian T Fletcher</i>	Linda Fletcher Brian T Fletcher	2413 Golf Creek Route do Leon	9/4
38. <i>Linda M Fletcher</i>	Linda M Fletcher	11	Sept 4
39. <i>Shelby Jones</i>	Shelby Jones	157 Ponce Rd	9/4
40. <i>Brandon Koenig</i>	Brandon Koenig	200 Ponce Rd	9/4
41. <i>Tina Cooper</i>	Tina Cooper	254 Ponce Rd	9/4
42. <i>Amanda Holt</i>	Amanda Holt	263 Ponce Rd	9/4
43. <i>Leslie Wilson</i>	Leslie Wilson	2676 Medical Springs Rd	9/4
44. <i>Brad Powell</i>	Brad Powell	2671 Medical Springs Rd	9/4
45. <i>Lindsay Powell</i>	Lindsay Powell	2671 Medical Springs Rd	9/4



Ponce De Leon, MO 65728

Signature	Print Name	Address	Date Signed
	Helen L. Little	Ponce De Leon, MO 65728	8-30-11
	Alison Jones	2533 Goff Creek Rd Galena, MO 65656	8-31-11
	Danielle Rice	2034 Sycamore Kansas Rd Galena, MO	8/31/11
	B. Sartin	753 Spencemore Ranch Rd	8/31/11
	Sheena R. Carr	47 Bull Hill Rd Highlands	
	Kelly Baker	8194 State Hwy V Galena	8/31/11
	Amber Baker	2043 Cambridge Rd Galena	8/31/11
	Kristin Toman	2000 Cambridge Rd Galena	8/31/11
	MANUEL HAMMERS	P.O. Box 44 Pinedale	8-31-11

**Ponce De Leon, MO 65728**

Signature	Print Name	Address	Date Signed
55. <i>Janie Sartin</i>	Janie Sartin	47 Ball Hill Rd Highlandville 65769	9/2/11
56. <i>Kathy Riott</i>	Kathy Riott	157 Quarterhorse Galena 65656	9-2-11
57. <i>Rick Riott</i>	Rick Riott	157 Quarterhorse Galena MO 65656	9-2-11
58. <i>Judy Hall</i>	Judy Hall	115 Hickory Hollow Ln Galena, MO 65656	9-2-11
59. <i>Janice Farley</i>	JANICE FARLEY	6436 STATE HWY 176 GALENA MO 65656	9-2-11
60. <i>Mike W Cropper</i>	MIKE W CROPPER	354 PONCE RD PONCE DE LEON	9-2-11
61. <i>Janice Hammers</i>	Janice Hammers	89 Ponce Rd. Ponce De Leon, Mo.	9/3/11
62. <i>Tommy Butler</i>	Tom Butler	1308 Ponce Rd Ponce De Leon MO	9-3-11
63. <i>Gail Walker</i>	Gail Walker	P.O. Box 56 Ponce de Leon, MO 65728	9-4-11

## Ponce De Leon, MO 65728

Signature	Print Name	Address	Date Signed
64. Julie Hallett	Sanel	Abbey Lane	9-7-11
65. Lanna E Chase	Strohmeier Leanna Chase	Galena MO 65656 2523 Medical Spring Galena, MO 65656	9-7-11
66. Cliff Jones	JONES	233 PONCE DE LEON, MO. 9-8-11	
67. Walter B Hall	Walter B. Hall	187 Hickory Hollow Galena, 65656	9-9-11
68. Marlene Hall	Marlene Hall	187 Hickory Hollow Galena, MO 65656	9-9-11
69. William B. Hall	William B. Hall		9-9-11
70. Nancy C Hall	Nancy C. Hall		9-9-11
71. Dwayne Dale	Dwayne Dale		9/25/11
72. Keisha Greene	Keisha Greene	92 Indian Tree Trl Galena MO 65656	9/27/11

3.

礼

5

Ponce De Leon, MO 65728

Docket: 1377998-65728  
 Item Nbr: 27  
 Page Nbr: 11

Signature	Print Name	Address	Date Signed
<i>Carol Zeigler</i>	Carol Zeigler	P.O. Box 16 Ponce de Leon	9/6/11
<i>Susan Gideon</i>	Susan Gideon	P.O. Box 55 Ponce de Leon	9/6/11
<i>Amy Hammers</i>	Amy Hammers	P.O. Box 2 Ponce de Leon	9/6/11
<i>Janice Hammers</i>	Janice Hammers	<sup>Box</sup> 55 Ponce de Leon Mo	9/6/11
<i>Dennis K. Price</i>	Dennis K. Price	872 Coral Rd Spokane	9/7/11
<i>Ashley Fizer</i>	Ashley Fizer	872 Coral Rd Spokane	9/8/11
<i>Lynda Jenkins</i>	Lynda Jenkins	507 S. Maple Galena, Mo	9/15/11



8  
 Ponce De Leon, MO 65726

Signature	Print Name	Address	Date Signed
Joyce M. Dickson	Joyce M. Dickson	P.O. Box 53 Ponce De Leon MO 65728	8-30-11
Michael E. Dickson	MICHAEL E. DICKSON	PO BOX 53 Ponce De Leon 65728	8-30-11
Jane Whiting	Jane Whiting	116 Great View Rd. Highlandville, Mo 65469	8-30-11
Lindsay Mattison	Lindsay Mattison	140 Burr Cub Ct Highlandville 65469	8-30-11
Tommy Little	Tommy Little	7533 GOFF CH RD Ponce De Leon MO 65728	8-30-11



October 31, 2011

Customers of the Ponce De Leon Post Office  
2954 Goff Creek Rd.  
Ponce De Leon, MO 65728-9111

Dear Postal Customers:

This is in response to your inquiry regarding the possible closing of the Ponce De Leon Post Office.

I recognize your interest in ensuring that the residents of the Ponce De Leon community continue to have convenient access to essential Postal services. As you may be aware, the U.S. Postal Service is an exceptional government agency in that we are totally self-supporting. All of our income is derived from the sale of our products and services and not operational subsidies from taxpayers. The ongoing effects of the economic slowdown and the rate at which correspondence is migrating from traditional Postal hard copy services to electronic media continue to negatively impact mail volume and the related revenue. Mail volume has plummeted from 213 billion pieces in 2006 to 170 billion pieces in 2010 and is expected to continue to fall to 150 billion pieces by the end of the decade.

In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible through such activities as mail processing consolidations and carrier route adjustments. We are also moving to better align our facility network to match today's community activity and usage.

The Ponce De Leon Post Office is currently being reviewed for possible discontinuance. The review is ongoing, and no final decisions have been made. If the review of the Ponce De Leon Post Office leads to closure, the office name and ZIP Code will be retained for use in local mailing addresses to preserve community identity.

Your specific concerns are addressed below:

**SANCTITY OF MAIL:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

**ABUSES THROUGH CONTRACT MAIL STATION:** At this time, the proposal to close the Ponce De Leon Post Office does not include the establishment of a contract mail station. However, award of a contract is based on evaluation of criteria including annual monetary amount and contractor ability and background, in addition to the quality and location of the facility. The successful bidder must be bonded and will be trained, administered, and supervised by the Postal Service to ensure high standards of service.

**DELIVERY AND SENDING MAIL:** The proposal allows everyone in the City of Ponce De Leon street delivery as their one free form of delivery. Most retail services provided at the Post Offices are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. The following are some services available from the carrier and how to obtain them.



- 2 -

1. **PURCHASING STAMPS BY MAIL:** The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and Postal cards by using a Stamps by Mail order form available from the Post Office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or Postal money order made payable to the U.S. Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

2. **PURCHASING POSTAL MONEY ORDERS:** Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

3. **SPECIAL SERVICES:** Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

Thank you for the opportunity to address this matter with you. If you have further questions, please contact Darrin R. Gadson, Manager, Consumer and Industry Contact, at (816) 374-9186.

Sincerely,

  
Gail M. Hendrix



**A. Office**

Name: PONCE DE LEON State: MO Zip Code: 65728  
Area: WESTERN District: MID-AMERICA PFC  
Congressional District: 7 County: STONE  
EAS Grade: 53 Finance Number: 286438  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 28. There was no Congressional inquiry.

Prepared by: Kim Silance  
Title: MID-AMERICA PFC Post Office Review Coordinator  
Tele No: (913) 782-3765

Date: 11/08/2011  
Fax No: (913) 782-5643

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	PONCE DE LEON, MO, 65728-9998
EAS Level:	53
District:	MID-AMERICA PFC
County:	STONE
Congressional District:	7
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	was reassigned
Alternate Service Proposed:	Highway Contract Route Service
Customers Affected:	
Post Office Box:	28
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	20
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	48

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
01/01/2012	Postmaster vacancy occurred. Reason: was reassigned
	PM: Career: 0 Noncareer: 2 Other Employees: 0
08/04/2011	District manager authorization to study.
08/16/2011	Questionnaires sent to customers. Number sent: 48 Number Returned: 17
10/10/2011	Analysis: Favorable 0 Unfavorable 4 No Opinion 13
	Petition received. Number of signatures: 63
	Concerns expressed:
	Congressional inquiry received: No
	Concerns expressed:
08/31/2011	Proposal and checklist sent to district for review.
08/31/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
08/31/2011	Proposal and invitation for comments posted and round-dated.
11/04/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 0 Unfavorable 4 No Opinion 0 4
None	Premature PRC appeal received.
	Concerns expressed:
08/02/2011	Updated PS Form 4920 completed (if necessary).
	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to update AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

KIM SILANCE	
Name/Title	
KIM SILANCE	
District Post Office Review Coordinator	

(913) 782-3765	
Telephone Number	
(913) 782-3765	
Telephone Number	



---

11/09/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
PONCE DE LEON  
Docket Number 1377998 - 65728

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script that reads "Gail M. Hendrix".

GAIL HENDRIX  
District Manager



---

12/08/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA ROOM 5621  
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Ponce De Leon Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Kim Silance, Post Office Review Coordinator, at (913) 782-3765 or Harry Belcher Manager Post Office Operations.

A handwritten signature in cursive script that reads "Gail M. Hendrix".

GAIL HENDRIX  
DISTRICT MANAGER  
300 W PERSHING RD SUITE 210  
KANSAS CITY , MO 64108-9000

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4E/P1377998.pdf>)  
Headquarters acknowledgment of receipt of official record (optional)  
Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

## Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the PONCE DE LEON was received by 12/09/2011.  
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700  
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

**\*Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.



12/11/2011

DISTRICT MANAGER  
300 W PERSHING RD SUITE 210  
KANSAS CITY, MO 64108-9000

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- PONCE DE LEON

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

**POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT**

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is removed. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

**APPEAL**

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

**NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE**

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

**OFFICIAL RECORD**

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Rudez at (202) 268-5062.

Thank you for your assistance.

Dean J Granholm  
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:  
Vice President, Area Operations, WESTERN Area



12/16/2011

OFFICER-IN-CHARGE/POSTMASTER  
Ponce De Leon Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Ponce De Leon Post Office Final Determination Docket No. 1377998 - 65728

Please post in the lobby the enclosed final determination to close the Ponce De Leon Post Office. The final determination must be posted in a prominent place from 12/16/2011 through close of business on 01/17/2012. It must be posted for at least 30 days and the first day does not count. The Final Determination will also be posted in the Highlandville Post Office and the Spokane Post Office. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 01/18/2012.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (913) 782-3765.

Sincerely,

A handwritten signature in cursive script that reads "Kim Silance".

KIM SILANCE  
POST OFFICE REVIEW COORDINATOR  
300 W PERSHING RD SUITE 210  
KANSAS CITY, MO 64108-9000

Enclosures:  
Final Determination Official Record



Date of Posting: 12/16/2011

Date of Removal: 01/17/2012

FINAL DETERMINATION TO CLOSE  
THE PONCE DE LEON, MO POST OFFICE  
AND ESTABLISH  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1377998 - 65728

cket 1377998 - 65728  
Nbr. 35  
Nbr. 1

Date of Posting: 12/16/2011



Date of Removal: 01/17/2012



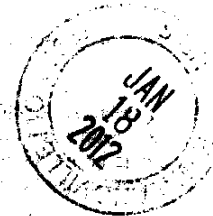
FINAL DETERMINATION TO CLOSE  
THE PONCE DE LEON, MO POST OFFICE  
AND ESTABLISH  
SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE

DOCKET NUMBER 1377998 - 65728

Date of Posting: 12/16/2011



Date of Removal: 01/17/2012



**FINAL DETERMINATION TO CLOSE  
THE PONCE DE LEON, MO POST OFFICE  
AND ESTABLISH**

**SERVICE BY HIGHWAY CONTRACT ROUTE SERVICE**

**DOCKET NUMBER 1377908 - 05728**

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The postmaster position will become vacant when the postmaster was reassigned on 01/01/2012. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons; Due to declining office workload, which may indicate that maintaining this facility is not warranted. Over the past several years, this office has experienced a steady decline in revenue and/or volume. There are a number of alternate sites within a short radius of this office that can provide the sale of stamps and the mailing of most package items.

The Ponce De Leon Post Office an EAS-53 provides retail service from 830 to 1230 Monday through Friday and 830 to 1230 on Saturday. Revenue has seen a slight increase over the last several years. The revenue trend is as follows: FY 07 \$ 13,312, FY 08 \$ 12,288, FY 09 \$ 13,645, FY 10 \$ 11,981 and FY 11 \$ 12,007.

On August 30, 2011, representatives from the Postal Service were available at Ponce de Leon Community Center to answer questions and provide information to customers. 24 customer(s) attended the meeting.

On August 16, 2011, 46 questionnaires were distributed to delivery customers of the Ponce De Leon Post Office. Questionnaires were also available over the counter for retail customers at the Ponce De Leon Post Office. 17 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 0 favorable, 4 unfavorable, and 13 expressed no opinion. A petition supporting the retention of the Ponce De Leon Post Office was received on October 10, 2011, with 63 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Highlandville Post Office, an EAS-15 level office. Window service hours at the Highlandville Post Office are from 830 to 1100 - 1215 to 1545, Monday through Friday, and 815 to 915 on Saturday.

Retail service is also available at the Spokane Post Office an EAS-13 level office, located five miles away. Window service hours at Spokane Post Office are from 800 to 1230 - 1300 to 1545, Monday through Friday and 900 to 1030 on Saturday.

The proposal to close the Ponce De Leon Post Office was posted with an invitation for comment at the Ponce De Leon Post Office, Spokane Post Office and Highlandville Post Office from August 31, 2011 to November 01, 2011. The following postal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer suggested reducing/alternating the number of hours the post office operates.

**Response:** Hours are determined by the workload at the post office.
2. **Concern:** Customers were concerned why the postmaster position was not filled.

**Response:** All management positions were frozen in anticipation of the reorganization efforts.
3. **Concern:** Customers were concerned about having to make an address change on their bank checks and stationery.

**Response:** Customers will be assigned a carrier route address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available online at [usps.com](http://usps.com) or from the Postal Service to assist customers in notifying correspondents of the change. Customers may deplete their current supply of checks and stationery and make the address corrections when ordering new supplies.
4. **Concern:** Customers were concerned about having to travel to another Post Office for service.

**Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
5. **Concern:** Customers were concerned about mail security.

**Response:**

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

6. **Concern:**

Customers were concerned about obtaining services from the carrier.

**Response:**

Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

7. **Concern:**

Customers were concerned about obtaining services from the carrier.

**Response:**

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

8. **Concern:**

Customers were concerned about senior citizens.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

9. **Concern:**

Customer expressed a concern about the length of time it took to forward your mail.

**Response:**

Customers may change their address online at [usps.com](http://usps.com) or pick up address change packets at the Post Office. As correspondents use their correct mailing address there will no longer be a requirement that your mail goes through our forwarding system.

10. **Concern:**

Customers expressed concern about having to erect a rural mailbox.

**Response:**

Customers are not required to erect rural mailboxes. Customers may apply to receive PO Box service from the administrative Post Office located or another location that is more convenient.

**11. Concern:**

Customers expressed concern about the loss of community name and Zip Code.

**Response:**

Customers that elect to receive their mail on the route that serves the community will continue to use the community name in their last line address. The Postal Service is helping to preserve the community name by continuing the use of the community name in addresses.

**12. Concern:**

Customers were concerned about a possible address change.

**Response:**

There will be no change in customer addresses.

**13. Concern:**

Customers were concerned about the limited hours of operation at the Post Office.

**Response:**

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis indicated the office level had declined and qualified for for less hours of service per week. Carrier service will provide 24-hour access to the mail.

The following additional concerns were received during the proposal posting period:

**1. Concern:**

Customer expressed a concern about package delivery and pickup.

**Response:**

Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

**2. Concern:**

Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices.

**Response:**

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

**3. Concern:**

Customer expressed a concern about the cost savings obtained by the Postal Service from the closure of Post Offices. Quoting the PRC which said if the Postal Service closed 1000 Post Offices, it would only save 0.7% of the postal budget.

**Response:**

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue.

**4. Concern:**

Customer was concerned about identity theft.

**Response:**

There are many ways a person identity can be stolen. Most identity theft occurs through online and in-person commercial transactions, after theft of a wallet, or when an acquaintance or family member misuses personal information. The U.S. Postal Service works diligently to protect Americans from identity theft crimes involving the mail. A Federal Trade Commission (FTC) survey on identity theft determined that only 2 percent of all victims reported that the theft was connected to the mail.

5. **Concern:**

Customers asked why their Post Office was being discontinued while others were retained.

**Response:**

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

6. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

**Response:**

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

7. **Concern:**

Customers felt inclement weather and poor road conditions might impede delivery.

**Response:**

Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

8. **Concern:**

Customers felt the route should emanate from a different office than the one proposed because that office is closer.

**Response:**

The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. While one office may be closer for some customers, it may be further away for others.

9. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

**Response:**

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

**Some advantages of the proposal are:**

1. The rural and contract carriers will provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. Customers opting for carrier service will not have to pay post office box fees.
5. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services will be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

## **II. EFFECT ON COMMUNITY**

Ponce De Leon is an unincorporated community located in Stone County. The community is administered politically by . Police protection is provided by the Stone County Sheriff. Fire protection is provided by the Abesville Volunteer Fire Department. The community is comprised of Farmers and communter, no new business activity and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ponce De Leon Post Office will be available at the Highlandville Post Office. Government forms normally provided by the Post Office will also be available at the Highlandville Post Office or by contacting your local government agency.

The proposed office provides assistance to the senior and handicapped citizens Assists with filling out money orders and checks for a customer who has Parkinson's putting on stamps and helping explain the forms and other written materials, and carry out packages. The rural carrier can assist with these tasks when they occur..

This Ponce De Leon Post Office is not listed as a historic landmark.

The community name will be maintained for customer addressing, and the ZIP Code is not expected to change.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about nonpostal services.

**Response:** Nonpostal services provided at the Post Office will be available at the administrative Post Office. Government forms normally provided by the Post Office will also be available at the administrative Post Office or by contacting your local government agency.
2. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.

**Response:** Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information. The administrative Post Office may have a public bulletin board which may be used to post the same information.
3. **Concern:** Customers were concerned about the loss of a gathering place and an information center.

**Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
4. **Concern:** Customers expressed concern for loss of community identity.

**Response:** A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
5. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.

**Response:** Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position will become vacant when the postmaster is reassigned on January 01, 2012. There is currently a Postmaster assigned to this unit. The Postmaster may be moved to another facility if possible. Finally there are 1 PMR(s) assigned to this unit. The PMR(s) may be placed when a vacancy is available.



#### **IV. ECONOMIC SAVINGS**

The Postal Service estimates a ten year savings of \$ 384,324 with a breakdown as follows:

Building Maintenance	\$ 0
Utilities	\$ 11,828
Transportation	\$ 0
EAS Craft & Labor	\$ 449,703
Contracts	\$ 0
Rent	\$ 27,010
Relocation One-Time Cost	\$ 0
Total Ten Year Savings	\$ 384,324

#### **V. OTHER FACTORS**

## VI. SUMMARY

This is the final determination to close the Ponce De Leon, MO Post Office and provide delivery and retail services by highway contract route service under the administrative responsibility of the Highlandville Post Office, located seven miles away.

The Postmaster assigned to this unit may be moved to another facility if possible. The 1 PMR(s) may be placed when a vacancy is available. The mail volume has declined. Effective and regular service will continue to be provided by highway contract route service.


The Ponce De Leon Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 20 delivery route customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$ 384,324 over the next ten years. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Ponce De Leon Post Office , Spokane Post Office and Highlandville Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Ponce De Leon Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Ponce De Leon Post Office , Spokane Post Office and Highlandville Post Office during normal office hours.

  
\_\_\_\_\_  
Dean J Granholm  
Vice President of Delivery and Post Office Operations

12/15/2011  
\_\_\_\_\_  
Date